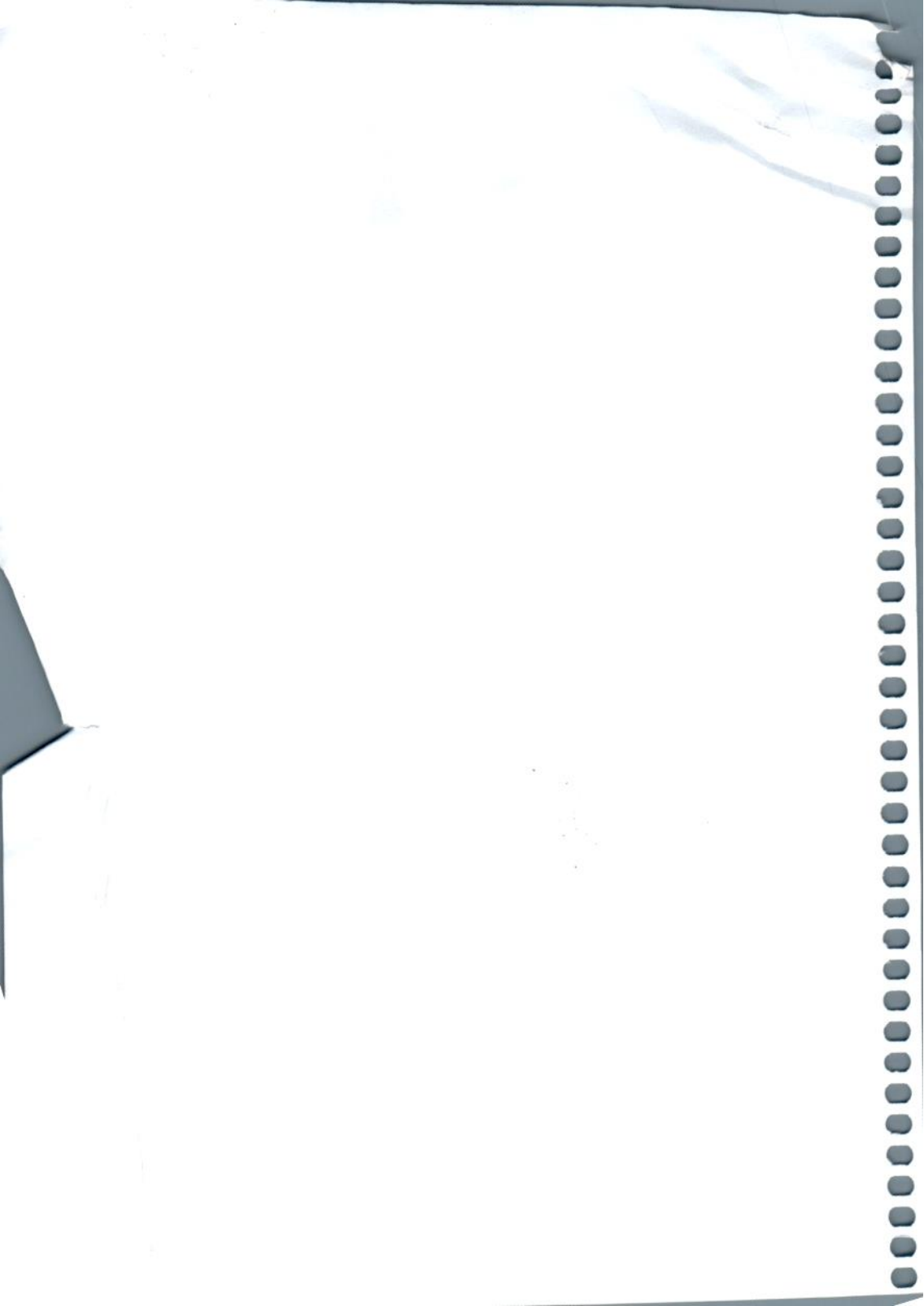


**Norstar-PLUS
Modular ICS 1.1
System Coordinator
Guide**

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Contents

Welcome to Norstar 1

- Customizing Norstar 2
 - Assisting your co-workers 2
 - Your customer service representative 3
 - Enhanced Norstar features 4
 - Call Display services 7
 - Call Display information 7
 - Call Log 9
 - Message Waiting 14
-

Programming 15

- Programming overview 15
- Before you start 16
- How to do programming 16
- Reviewing programming 18
- Administration programming 19
 - Entering Administration 20
 - Exiting Administration 20
 - Entering numbers 21
 - User capacity 22
 - Entering names 22
- System Speed Dial 23
 - Speed dial # 23
 - Line selection 24
 - Display digits 24
 - System Speed Dial Name 25
 - Bypass restrictions 25
- Names 26
 - Telephone names 26
 - Line names 27
- Time and Date 28
 - Setting the time 29
 - Setting the date 30
- Direct-Dial 31
 - D-Dial1 31

Capabilities	33
Dialing filters	34
Remote access packages	37
Set abilities	38
Line abilities	46
COS passwords	49
Service Modes	51
Mode names	52
Mode times	53
Control sets	54
Ringing service	55
Restriction service	57
Routing service	57
Passwords	59
Admin password	59
Reg password	59
Log Defaults	60
Reset all logs	60
Call Services	61
Auto Call Info	61
Set services	62
VMsg centr tel#s	63
VMsg tel#s lines	64
Registration	65
Reviewing programming	66
Viewing the programming for a telephone	67
Viewing the programming for a line	67
Programming reminders	68
Norstar telephones	69
Prime telephones	70
Central answering positions	70
Page zones	71
Line pools	71
Miscellaneous programming	72
Call Pickup groups	72
Service Modes	73

Telephone basics 75

- Answer buttons 75
- Feature button 75
- Headset 75
- Hearing aid compatibility 76
- Hold button 76
- Incoming line group buttons 76
- Intercom buttons 77
- Line buttons 77
- Memory buttons 77
- Release button 77
- Volume bar 78
- Wall mounting 78

Answering the telephone 79

- Call Display information 79
- Call Park retrieval 80
- Call Pickup 80
- Call Queuing 80
- Callback 80
- Delayed Ring Transfer 80
- Do Not Disturb 80
- Handsfree 80
- Voice Call Deny 81
- What line indicators mean 81
- Rings you may hear 81

Making calls 85

- Autodial 85
- Direct-dial telephone 85
- External line access code 86
- Handsfree/Mute 86
- Last Number Redial 88
- Line Pool Access Code 88
- Saved Number Redial 88
- Speed Dial 88
- Voice Call 88

Customizing your telephone 92

- Automatic Handsfree 92
- Button Inquiry 92
- Dialing modes 92
- Display contrast 93
- Feature programming 93

Language choice	95
Moving line buttons	95
Pulse or tone dialing	95
User Preferences	96
Using User Preferences	96
Changing button programming	97
Changing User Speed Dial	99
Changing Call Log options	100
Changing how calls are dialed	100
Changing the language used on the display	100
Making the display lighter or darker	100
Changing the telephone's ring	100
Special telephones	102
Alarm telephone	102
Central answering position	102
Control telephone	103
Direct-dial telephone	103
Emergency telephone	103
Extra-dial telephone	104
Hotline telephone	104
Prime telephone	105
System features	106
Accidental Disconnect Protection	106
Automatic Telephone Relocation	106
Class of Service	106
Disconnect supervision	106
Hung lines	107
Internal numbers	107
Line assignment	108
Line pools	108
Incoming line groups	109
Overflow call routing	109
Prime line	109
Private lines	109
System Speed Dial	109
Target line	110
Set Lock	110
Using Norstar remotely	111
Accessing Norstar remotely over the public network	111
Accessing Norstar over a private network	112
Using Norstar remotely	112

Controlling access to your Norstar system	113
Maintaining security	114

Telephone features 117

One-line and two-line displays	117
One button access	118
Canceling a feature	119
M7100 telephone	119
What you can do with the features	119
Autodial	122
Programming an external autodial button	122
Programming an internal autodial button	122
Background Music	125
Listening to music	125
Canceling Background Music	125
Button Inquiry	126
Call Duration Timer	127
Call Forward	128
Forwarding your calls	128
Canceling Call Forward	128
Call Forward on Busy	128
Call Forward (No Answer)	128
Overriding Call Forward	128
Call Information	130
Displaying Call Information before or after answering	130
Displaying Call Information for a call on hold	130
Call Log	132
Call Log options	132
Logging a call manually	133
Deleting old Log items	133
Viewing your Call Log	133
Viewing a Call Log item	134
Erasing Log items	134
Calling from Call Log	134
Call Log password	135
Call Park	139
Parking a call	139
Retrieving a parked call	139
Call Pickup	141
Directed Pickup	141

Group Pickup	141
Call Queuing	143
Camp-on	144
Camp a call	144
Conference	146
Creating a conference	146
Disconnecting one party	146
Independently holding two calls	146
Putting a conference on hold	147
Splitting a conference	147
Removing yourself from a conference	147
COS password	150
Changing your Class of Service	150
Contrast adjustment	151
Dialing modes	152
Choosing a dialing mode	152
Do Not Disturb	154
Stop calls	154
Refusing to answer a call	154
Canceling Do Not Disturb	154
Group Listening	155
Listening in a group	155
Canceling Group Listening	155
Hold	156
Putting a call on hold	156
Retrieving a held call	156
Holding automatically	156
Listening on hold	156
Holding a call exclusively	156
Host system signaling	158
Link	158
Pause	158
Programmed Release	158
Run/Stop	159
Wait for Dial Tone	159
Language choice	161
English	161
French	161
Spanish	161

Last Number Redial	162
Calling your last number	162
Line pools	163
Using a line pool	163
Line Redirection	165
Redirecting a line	165
Canceling Line Redirection	165
Long Tones	170
Using Long Tones	170
Messages	171
Sending a message	171
Canceling a sent message	171
Viewing your messages	171
Replying to a message	172
Removing items from your list	172
Viewing your sent messages	172
Moving line buttons	176
Page	177
Making a page announcement	177
Priority Call	179
Making a priority call	179
Privacy	181
Creating a conference by releasing privacy	181
Making a private call	181
Ring Again	182
Turning on Ring Again	182
Canceling Ring Again	182
Ring type	183
Choosing a ring type	183
Ring volume	184
Saved Number Redial	185
Saving a number	185
Dialing a saved number	185
Service Modes	186
Ringing service	186
Restriction service	189
Routing service	189
Viewing the active Service Modes from a two-line display telephone	190

Viewing the active Service Modes from a one-line display telephone	191
Automatic Service Modes	191
Speed Dial	193
Making a speed dial call	193
Programming Personal Speed Dial	193
Time	196
Transfer	197
Transferring a call	197
Canceling a transfer	197
Trunk Answer	201
User Preferences	202
Using User Preferences	202
Changing button programming	203
Changing User Speed Dial	205
Changing Call Log options	206
Changing how calls are dialed	206
Changing the language used on the display	206
Making the display lighter or darker	206
Changing the telephone's ring	206
Voice Call	208
Making a voice call	208
Muting voice call tones	208
Answering a voice call without touching your telephone	208
Preventing voice calls to your telephone	208
Canceling Voice Call Deny	208

User cards 211

Using Norstar features	212
Norstar features	212
Call Display Services	218
Using your prime telephone	219
Handling calls	220
Personalizing your telephone	222

Glossary 235

Index 253

Welcome to Norstar

Congratulations! You have selected the most popular key telephone system in the world. Norstar-PLUS is the flagship of Nortel's line of integrated communications systems for small businesses. Millions of satisfied Norstar customers from over sixty countries around the globe enjoy the leading-edge features and capabilities that only Norstar can provide.

Your Norstar system has hardware that is ready to grow, and software that can be easily upgraded to allow you to add new features, lines, telephones, applications and peripherals. The Norstar XC series of software allows your system to add up to 192 telephones as well as 60 Companion portable telephones, creating a wireless environment where you can always be in touch.

Note: Previous users of the Norstar 0X32 system should note that the Key Service Unit (KSU) has been renamed the Integrated Communication System (ICS).

Norstar is distributed, supported and serviced exclusively by authorized Norstar dealers. In addition to helping you customize your system, your authorized Norstar dealer can supply you with training and after-sales support. Be sure to stay in touch with your Norstar dealer to learn about the exciting new features and solutions as they are developed by Nortel, including new Computer-Telephony Integration (CTI) applications.

Your authorized Norstar dealer:



Norstar minimizes the time you spend learning about your new system by providing straightforward features and simple display-based instructions. This guide can help you to learn the various tasks that you will perform as a system coordinator.

Customizing Norstar

The system coordinator plays an important role in customizing Norstar to suit the organization and in updating information as the office grows and changes.

Norstar can be customized at three levels:

Personal programming

Personal programming is done by individual telephone users who wish to personalize their Norstar telephones by programming features and telephone numbers onto specific memory buttons.

Administration programming

Administration programming is done by the system coordinator, when you want to change various system-wide settings and change some specific settings for each line or telephone.

Configuration programming

Configuration programming is usually done for you by the installer or customer service representative when Norstar is being installed. Specific system-wide parameters are set up in Configuration programming.

Assisting your co-workers

It is human nature to ask someone how to do something rather than read a user guide. As system coordinator, you may be asked to help co-workers to select and use Norstar features. To help you prepare for that possibility:

- Familiarize yourself with the different Norstar telephones and with the procedures for using Norstar features.
- Familiarize yourself with the programming settings available to you in Administration programming.
- Fill out and distribute copies of the programming reminders at the end of the Programming chapter.
- Let your co-workers know that you are the system coordinator.

Your customer service representative

Ask your customer service representative for the service department's telephone number and write it down. If you have problems with your Norstar equipment, call your customer service representative.

Enhanced Norstar features

ATA Answer Timer

The ATA Answer Timer determines how many seconds, after the last digit is dialed, that the ATA considers the call answered. Until recently, there was a fixed seven-second delay. Now you can shorten or lengthen the delay depending on the requirements of the device attached to the ATA. Facsimile machines and credit card sets, for example, require a three second delay.

Automatic Daylight Savings Time

When this feature is turned on, your system will automatically switch between standard time and daylight savings time. It appears in Configuration programming.

Auxiliary Ringer

By setting the existing auxiliary ringer prompts on lines and sets, the Norstar system now lets you select whether an auxiliary ringer rings every time a telephone receives a call, or only when that call is received directly.

Expanded Call Park retrieval

Up to now when you parked a call, the Norstar system assigned a two digit number between 01 and 09 to retrieve that call. Modular ICS now assigns a Call Park prefix, which may be any number from 1 to 9 and a two digit call number between 01 and 25. With more codes available, the system now has greater capability in parking calls and allowing users to retrieve them during busy call times.

By default, the system is configured to assign the lowest code available. The second option is for the system to assign codes in a cyclical fashion, one by one, from the lowest to the highest. The second option may help to prevent confusion when the same codes are used over and over.

Expanded Routing service

Norstar's Automatic Route Selection allows you to use 500 destination codes for Routing Service and 999 routes.

Last Number Redial

You can change a telephone's ability to use Last Number Redial.

Line Profile

Line Profile lets you view but not change the programming settings for each line.

Link Feature

You can change a telephone's ability to use Link (a host system signaling option).

Page tone

Up to now the tone preceding a Page Announcement was always on. Now it is possible to turn the Page tone off on a system-wide basis.

Page Timeout

You can now specify the amount of time required before a Page Announcement session ends.

Ringling service

You can program as many as 30 extended ringing sets for each Service Mode. In addition, Ring Groups have been added to simplify programming. You can add up to 30 extended ringing sets to a ring group, which is then used by one of six Service Modes. Up to 100 Ring Groups are available for programming in each Service Mode.

Set Profile

Set Profile lets you view but not change the programming settings for each Norstar telephone.

Set programming confirmation

Norstar-PLUS Modular ICS now provides a confirmation that programming changes have taken affect for each Norstar set, after exiting a programming session. When Configuration or Administration programming affects set data, those Norstar sets which are busy with calls during the programming session may not be updated immediately. You are now able to determine from an administration set which users must end their calls for the programming changes to take full affect.

User Preferences

User Preferences programming allows you to program memory buttons, speed dial codes and other settings for any Norstar telephone on the system.

Call Display services

Most public telephone companies offer Call Display services which provide information about an incoming call. The caller's name, telephone number and in some cases, a long distance indication, can be shown on a telephone with a display. Your Norstar system allows you to:

- view incoming call information as well as the name of the Norstar line that receives the call
- keep a log of incoming call information
- receive a display notification when you have received either a message from an internal Norstar user or a voice message from an external caller

You can access Call Display information only if you subscribe to the services offered by your public telephone company, and if you have the appropriate hardware installed. Contact your customer service representative for more information.

Call Display information

Call Display information may be shown on your telephone display when you answer an incoming call. In addition to the caller's name, telephone number and long distance indicator, if available, your Norstar system can display the name of the line that received the call.

If several users share a line, only one telephone can be designated to automatically receive Call Display information when a call is ringing on that line. If the call is transferred or camped to another telephone, the Call Display information is automatically available to that telephone.

If a line is not administered to automatically deliver Call Display information to a telephone, the user can view the information using the Call Information feature (see the Telephone features chapter) or by answering the call.

Depending on your requirements, Call Display information presents several convenient options:

- When a caller is identified before the call is answered, you can answer using a personal greeting. You can also prepare yourself prior to answering the call by retrieving any relevant documents, or otherwise orienting yourself to the expected discussion.
- The long distance indicator alerts you that an incoming call is long distance and may therefore have higher priority.
- If you are unable to immediately attend to an incoming call, you can make a note to return the call later.
- You can shorten the interruption time of a call from a recognized person. For instance, you can quickly answer the call and let the party know that you are busy but will return their call soon.
- You can program a telephone to first display either the caller's name, number or line name. For example, an attendant might wish to see the calling number and area code first in order to transfer the call according to sales region. The salesperson's telephone could display the caller's name first so they can answer with a personal greeting.

Call Display information allows you to answer calls on a priority basis. For example:

- If several calls are ringing at your telephone at the same time, you can display information about the calls to decide which one is most important.
- If you are already on a call, information about a second call ringing at your telephone can help you to decide whether to answer the second call or remain connected to the first call.
- If you are in a meeting, the information associated with an incoming call can help you determine if the call is important enough to interrupt the meeting.
- If you have several calls on hold and wish to identify the callers, you can view the Call Display information associated with each of the calls to help you determine which one you will respond to first.

Tips

In order for the designated telephone to automatically receive Call Display information, it must be programmed to ring for incoming calls on that line.

Before programming Call Display information you may wish to consider the following:

- Who would benefit the most from automatically receiving Call Display information?
- How are calls routed and what information is the most important to know before a call is answered? For instance, if certain lines are private to individuals, an attendant might wish to first view the line name to determine who the incoming call is for.

For further information on Call Information, see the Telephone features chapter. Programming actions are described in further detail in the Programming chapter.

Call Log

The Norstar Call Log feature uses incoming Call Display information to make a record of call details for follow-up. Call Log also records the time and date of the log entry, the number of repeated calls by the same caller, and which telephone answered the call if it was subsequently rerouted and handled by someone else in the Norstar system.

When the volume of incoming calls exceeds the ability of employees to handle all calls, or when staff are unavailable to answer calls, Call Log provides a convenient means of capturing information about missed calls.

When connected to a call that has Call Display information, the Logit feature of Call Log can be used to quickly record the caller's information for future use (see the Telephone features chapter for more information).

Tips

Call Log space is assigned to individual telephones in your system. Consider how much space each user needs.

Consider how the log will be used. Does the user want to return customer calls, track the numbers of calls unanswered, keep a record of most commonly called numbers, etc.?

Consider who is most interested in logging calls on a particular line. For instance, dentists working in a clinic may have an individual line assigned to them but prefer that the receptionist handle all of the calls logged on their line.

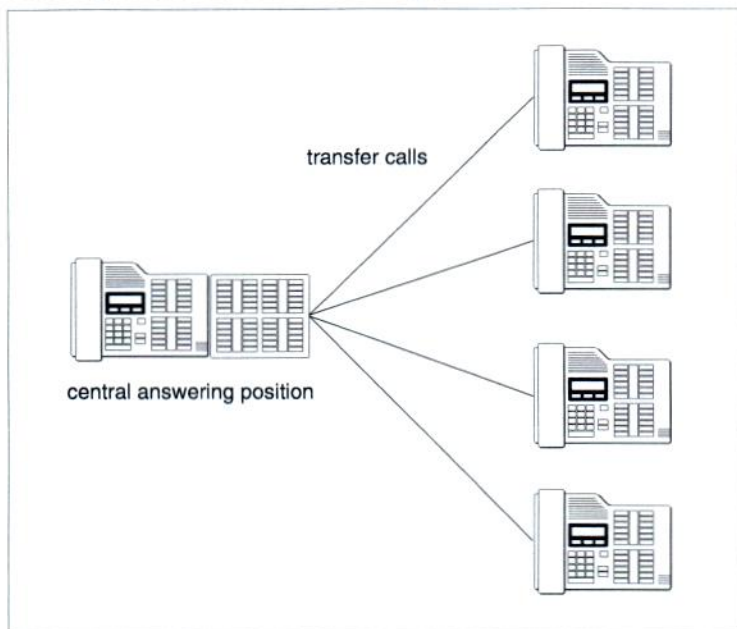
We strongly recommend that you limit the number of users logging calls for the same line, as this could be confusing. For example, if two users are logging calls for the same line, they do not know who the call was originally intended for, nor do they know when one of them returns a logged call. This could result in a call being returned twice.

For further information on Call Log, see the Telephone features chapter. Programming actions are described in further detail in the Programming chapter. See also the *Call Log Feature Card*. This card is available in a separately orderable Call Display Key Cap Kit. Contact your customer service representative for more information.

Sample configuration 1

Incoming calls are first answered at a central answering position (CAP) and then transferred to the required destination. The attendant wants to track all calls unanswered on the system, both during and after working hours. The users want to track their own unanswered calls and be able to return those calls from the log.

Call Log with a central answering position



Configuration settings for CAP:

- Line assignment: All lines appear and ring at the CAP

Administration settings for CAP:

- Space/Log: Assign log space to each telephone
- Logging set: Y

Personal settings for CAP:

- Call Log options: * 8 4 - No one answered

Administration settings for telephone users:

- Logging set: N - Assign no lines.

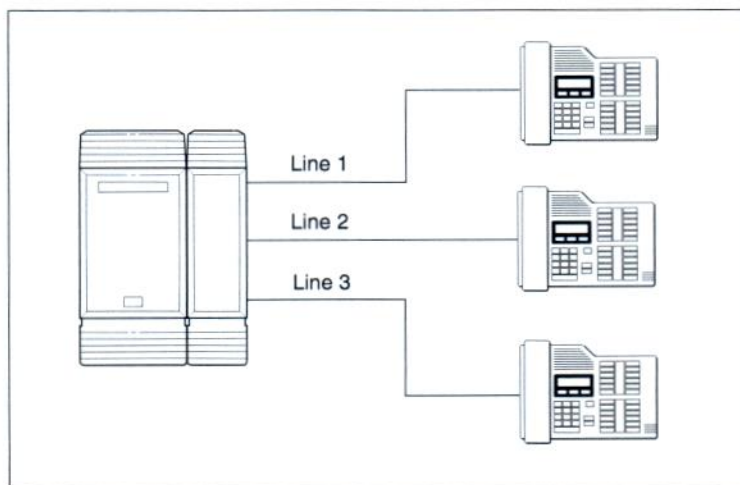
Personal settings for telephone users:

- Call Log options: * 8 4 - Unanswered by me

Sample configuration 2

Each Norstar telephone has a unique line. The users have a variety of requirements for logging calls. Using **Feature * 8 4** the users can program logging capabilities specifically for their sets.

Call Log with dedicated lines



Configuration settings:

- Line assignment: Each telephone is assigned a line to appear and ring

Administration settings:

- Space/Log: Assign log space to each telephone
- Logging set: Y

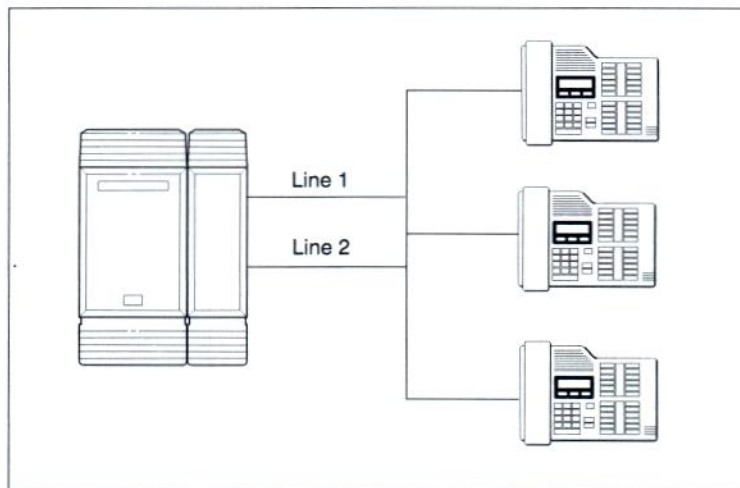
Personal settings:

- Call Log options: **Feature * 8 4** - Each user chooses the appropriate option: No one answered, Unanswered by me, Log all calls, No autologging.

Sample configuration 3

The Norstar system has lines 1 and 2 appearing on all sets. The supervisor wants to log all calls for lines 1 and 2 at his/her set in order to analyze call traffic. Two users have been selected to return unanswered customer calls. To avoid confusion when logging and sharing lines, one user logs No one answered calls on line 1 and the second user logs No one answered calls on line 2. This clearly identifies who is responsible for returning calls for each line.

Call Logs with shared lines



Configuration programming:

- Line assignment: Lines 001 and 002 are assigned to appear only at the supervisor's telephone. Line 001 is assigned to appear and ring at the first user's telephone. Line 002 is assigned to appear and ring at the second user's telephone.

Administration settings:

- Space/Log: Assign log space to each telephone
- Logging set: Assign the supervisor's telephone as a logging set for lines 001 and 002. Assign one user's telephone as a logging set for line 001 and the other user's telephone as a logging set for line 002.

Personal settings:

- Call log options: * 8 4 - Select Log all calls for the supervisor's telephone. Select No one answered for the user's telephones.

Message Waiting

Norstar's Message feature allows you to send and receive internal message notification. If you have subscribed to voice messaging (provided by your public telephone company), you can:

- receive a visual indication that you have voice messages waiting
- call your voice message center to hear your messages
- clear the message waiting indication from your display

Tips

In order for a telephone to use this feature, it must have a line appearance and message waiting must be activated for that line by your public telephone company. You must also program visual message waiting indication for the telephone in Administration programming.

It is possible for two or more telephones to share a line appearance. You must determine if one, some or all of the users sharing a line will receive message waiting notification. If it is a sub-group, such as a sales team within a company, it may be appropriate to share the feature, provided that the users have an agreed upon procedure for retrieving and deleting messages.

For further information on Messages, see the Telephone features chapter. Programming actions are described in further detail in the Programming chapter.

Programming

Programming overview

When your system is installed, your installer or customer service representative programs it to work with your telephone lines, with your private network, if you have one, and with optional equipment. They also do some basic programming to make the system work properly in your office. Programming is recorded in the *Norstar Programming Record*.

You may wish to add to the programming your installer has done, to change how some features work, or to adapt the system to changes in your office. Administration programming lets you change settings that probably need to be updated regularly because of staff turnover or new business contacts. You can also assign some features to individual lines and telephones. This provides you with real flexibility in making your telephones work together.

There are three kinds of programming in a Norstar system: Configuration programming, Administration programming and Personal programming.

Configuration programming is done for you by your installer or customer service representative. It deals mostly with how the system interacts with lines, telephones, and other equipment.

Administration programming deals with how features work for the system.

Personal programming is available to anyone through the Feature button on their Norstar telephone. It deals with how an individual telephone works.

In many cases, several kinds of programming are required to get a feature working. For instance, Norstar's Background Music feature allows you to listen to music from your telephone speaker while you work. To listen to background music you use a feature code on your telephone - Personal programming. But unless there is a music source, such as a CD player, attached to your system, and unless the system is programmed to allow people to listen to background music, entering the feature code will produce a message telling you that the feature is not available.

In other cases, you will find that different aspects of a feature are controlled by different kinds of programming. For example, with Call Forward, you can forward your calls to another telephone any time you like by entering a feature code. You can also program the system so that it always forwards your calls if you are busy or if your telephone is not answered after a certain number of rings.

Before you start

Before you start, plan what programming you want to do. Record the changes in the *Programming Record* so you will have the information at hand. For example, if you are going to program system speed dial numbers, fill out the page in the *Programming Record* so you will have all the numbers and codes handy once you start programming.

How to do programming

You program the system from an M7310 or M7324 telephone. The telephone display guides you step-by-step through the process. While programming at a telephone, you cannot make or receive calls. Other users of the Norstar system may use their telephones, but cannot program any memory buttons. Only one Norstar telephone can access programming at a time.

While you do system programming, the buttons on your telephone take on special functions for navigating through the programming settings and for changing or selecting settings. These special functions are labeled on the programming overlay.

Norstar programming overlay

The programming overlay is a paper cutout that labels the telephone buttons used during programming. The programming overlay is provided at the end of this book.



Place the programming overlay across the top four memory buttons of an M7310 or M7324 telephone.

M7310 telephone with a programming overlay



M7324 telephone with a programming overlay

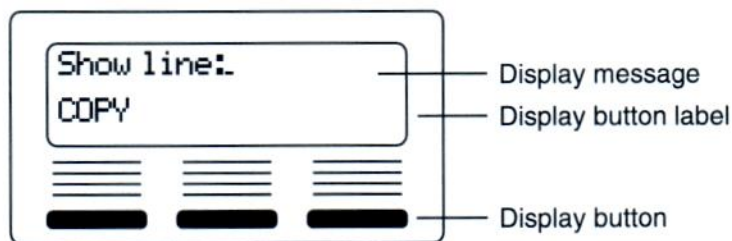


The ► indicators show which buttons can be used at each programming step. The buttons allow you to move through the headings and subheadings of Norstar programming.

- | | |
|--------------------------------------|---|
| <input type="text" value="Heading"/> | moves up one level in the hierarchy of headings and subheadings |
| <input type="text" value="Show"/> | moves down in the hierarchy of headings and subheadings, or displays programming settings under a heading or subheading |
| <input type="text" value="Next"/> | moves to the next heading, subheading, or programmable setting |
| <input type="text" value="Back"/> | moves to the previous heading, subheading, or programmable setting |

Using display buttons

Display buttons perform many functions during programming. Depending on where you are in programming, one, two, or three display buttons may be available at any one time.



The most common display button labels are:

<u>CHANGE</u>	changes a programmable setting
<u>BKSP</u>	moves the cursor one space backward (backspace) and deletes a character, allowing you to re-enter a number or letter
<u>COPY</u>	copies line, telephone or capabilities programming
<u>VIEW</u> →	shows the last part of a displayed message that is longer than 16 characters
← <u>VIEW</u>	shows the first part of a displayed message that is longer than 16 characters
→→	moves the cursor one position to the right when programming a name
←←	moves the cursor one position to the left when programming a name

Reviewing programming

You can use Set Profile and Line Profile to review the programming for a telephone or for a line. For more information, see Set Profile and Line Profile in the Reviewing programming section.

Administration programming

Administration programming lets you change settings for the entire Norstar system as well as settings for individual telephones and external lines.

Default programming settings are shown in bold type throughout this section. The option you see while programming may be different if that setting has been changed.

Headings and subheadings in Administration programming help you to keep track of where you are. Administration programming has the following headings:

XC 1.1

1.Sys speed dial

2. Names

3. Time and Date

4. Direct-Dial

5. Capabilities

6. Service Modes

7. Passwords

8. Log Defaults

9. Call Services

10. Registration

DR 1.1

1.Sys speed dial

2. Names

3. Time and Date

4. Direct-Dial

5. Capabilities

6. Service Modes

7. Passwords

8. Log Defaults

9. Call Services

System speed dial assigns a two-digit code (01-70) for fast dialing of up to 70 telephone numbers from any Norstar telephone.

Names identifies external lines and Norstar telephones by name.

Time and Date adjusts the time and date displayed on each Norstar telephone.

Direct-Dial designates the telephones that can be reached by dialing a single digit.

Capabilities defines dialing filters, remote access packages, line abilities and telephone abilities. It assigns restrictions and capabilities to Class of Service (COS) passwords, to telephones, to lines and to line/telephone combinations.

Service Modes controls alternate call ringing, dialing restrictions, and call routing depending on the day of the week and the time of day.

Passwords changes the password that controls access to Administration programming. On an XC system, it also changes the password for Companion portable telephone registration.

Log Defaults reallocates the Call Log space for all telephones in the system.

Call Services customizes the use of Call Display information.

Registration allows Companion portable telephones to operate on the system. It appears only for an XC system.

Entering Administration

1. Enter the Administration access code:

Feature * * A D M I N , which is also
 Feature * * 2 3 6 4 6 . The display reads Password:

2. Enter the Administration password. The default password is ADMIN (23646). The display reads 1.Sys speed dial. Three triangular indicators ► appear on the vertical display between the rows of buttons.
3. Place the programming overlay over the buttons pointed to by the indicators.

Exiting Administration

Norstar stores your changes automatically as soon as you alter any settings. You do not need to “save” your changes.

1. Press Rls .

Confirmation of changes to set data

When updating set data, those Norstar sets which are busy during the programming session are not updated immediately. Such a situation arises when someone is busy on a call during a programming session. The call must be dropped for the programming changes to take effect.

The Norstar system provides a confirmation that programming changes have taken effect for each set after exiting a programming session.

1. Once you have exited a programming session, provided set data has been changed, the display button reads UPDATE.
2. Press UPDATE. The display shows the number of sets remaining to be updated (**Example:** DNs updating:...).).
3. Press the display button DNs to view those sets which have not been updated yet.
4. Press NEXT to scroll through the list of sets currently being updated.
5. Press OK to return to the first display message.
6. When the system is finished updating all sets, the display reads Update Complete. The display will return to the normal date and time display after a few seconds.

Entering numbers

Always enter line numbers as three-digit numbers. Enter line numbers less than 100 with leading zeros (for example, line 002, and line 020).

Internal telephone numbers, also referred to as directory numbers (DNs), can be two to seven digits long on a non-expanded system, and three to seven digits long on an expanded system. The default DN length is two on a non-expanded system and three on an expanded system. The DN length can be changed by your customer service representative.

User capacity

The maximum number of sets that can be entered into a fully expanded XC 1.1 system is 192 and 128 for a DR 1.1 system. The maximum number of trunks is 120 (48 digital and 72 analog).

Entering names

You can enter letters as part of a name for various settings. The method of entering letters is always the same.

Begin with a setting that prompts you to enter a name. The display shows a cursor () to indicate where you can enter the next character. To enter a name:

1. Press the button on the dial pad with the printed letter or number that you want.

Each time you press the button, a new character is shown on the display. For example, the button for the number 3 has the letters D, E, and F, where:

D is shown after the first press

E is shown after the second press

F is shown after the third press

3 is shown after the fourth press

D is shown again after the fifth press

(Letters are always shown in upper case.)

2. When the character that you want is displayed, press **-->** or **#** to move the cursor to the next character position.
3. Enter the next character.

To correct a character:

1. Press **<--** or ***** until the cursor is positioned beneath the character that you want to correct.
2. Enter the new character.

To delete a character:

1. Press **BKSP**.

System Speed Dial

The System Speed Dial programming section allows you to assign the external numbers your co-workers call most frequently to two-digit system speed dial codes. The numbers can then be dialed using the system speed dial codes.

1.Sys speed dial	
Speed dial #:_	
Max. 24 digits	
Use prime line	
Display digits	Y
(If Display digits=N) Name	
Max.16 characters	
Bypass restr'n	N

You can program 70 system speed dial codes ranging from 01 to 70.

Speed dial

Speed dial # lets you assign a telephone number to a two-digit system speed dial code. The number may contain 24 digits.

Begin with the display reading **1.Sys speed dial**.

1. Press **Show**. The display reads **SPEED dial #**.
2. Enter the system speed dial code you want to program.
3. Press **Show**. The display shows the number currently assigned to the code, or **No number stored**.
4. Press **CHANGE**.
5. Enter the new telephone number including all digits such as an initial **9** or an area code that must be dialed to call the number manually.
6. Press **OK** to store the system speed dial number.

Tips

You can insert a host system signaling code into a system speed dial number. Pause and Run/Stop each use one character position. Link, Programmed Release and Wait for Dial Tone each use two positions. For more information on using host system signaling codes, see the Host system signaling section in Telephone features.

Use the Personal Speed Dial feature to program numbers used by only one or two people.

Line selection

You can specify the external line that is used when a system speed dial number is dialed. The options are the prime line, an external line, or a line in a line pool, or a line selected by the routing table. If you select the routing table, the number dialed is treated as a destination code and is routed according to the routing tables.

After you have programmed a system speed dial number:

1. Press **Next**. The display shows the line currently selected for that speed dial number.
2. Press **CHANGE** until the display shows the line that you want. If you choose **Use line:** or **Pool code:**, you will have to enter a specific line number or pool code.



Telephone must have a line appearance to use speed dial

If you assign a specific line to a system speed dial number, only telephones with an appearance of that line can use the speed dial number.

Display digits

You can choose whether or not the telephone display shows the number dialed when you use a system speed dial number. If you choose not to display the number, you can program a name instead.

After you have programmed a line selection for a system speed dial number:

1. Press . The display reads **Display digits:**.
2. Press **CHANGE** to toggle the setting.

System Speed Dial Name

If you choose not to display the number when a system speed dial number is dialed, you can program a name to display instead. The name can be up to 16 characters long.

After setting Display digits to N:

1. Press . The display reads **Name**.
2. Press . The display shows the currently assigned name.
3. Press **CHANGE**.
4. Enter the characters for the new name.

Tips

You can program System Speed Dial Name only if Display Digits is set to No.

For information on entering characters, see Entering names in this chapter.

Bypass restrictions

Bypass Restrictions allows you to choose whether or not a system speed dial number will be subject to the normally applicable dialing filter.

After programming the System Speed Dial Name:

1. Press . The display reads **Bypass restr'n:**.
2. Press **CHANGE** to toggle the setting.

Tips

Dialing filters are programmed and assigned in the Capabilities section of this chapter.

Names

You can assign names to identify external lines, target lines and your co-workers' telephones. During a call, the name (if programmed) is shown on the telephone display instead of the external line number or internal telephone number of the caller.

2. Names	
Set names	
Show set:	
221	Max. 7 characters
Line names	
Show line:	
Line001	Max. 7 characters

Tips

Telephone names and line names can contain both letters and numbers, but cannot be longer than seven characters. You cannot use the # and * symbols.

You can give the same name to two or more telephones, or to a telephone and a line in your system. To avoid confusion, avoid such duplication. Use initials, abbreviations, or even nicknames to give each telephone a unique name.

Telephone names

Personalize your office communication by assigning names to the telephones in the Norstar system. A telephone's default name is its internal number, for example, 227.

Begin with the display showing 1.Sys speed dial.

1. Press Next . The display reads 2. Names.
2. Press Show until the display reads Show set:.
3. Enter the internal number of the telephone. The display shows the current name.
4. Press CHANGE.
5. Enter the characters of the name.

Tips

If Automatic Telephone Relocation is turned on, the name and internal number of a telephone are saved if the telephone is moved within your system.

For information on entering characters, see the Entering names section in this chapter.

Line names

Line names allows you to assign a name to an external line. The default name is the line number, for example, Line002.

Begin with the display showing 1.Sys speed dial.

1. Press . The display reads 2. Names.
2. Press . The display reads Set names.
3. Press . The display reads Line names.
4. Press . The display reads Show line#.
5. Enter the line number. The display shows the current name.
6. Press CHANGE.
7. Enter the characters of the name.

Tips

When entering a name, press to go to the next line number. If you have not entered any characters yet, the default name is restored.

For more information on entering characters, see the Entering names section in this chapter.

Time and Date

Time and Date programming allows you to set the time and date that is shown on the display when a telephone is not in use. As with any clock, this needs to be set every time your office has a power failure.

The clock may be automatically adjusted for Daylight Savings and Standard Time. The hour falls back one hour on the last Sunday of October at 2:00 am., and it advances one hour on the first Sunday of April at 2:00 am. This function is turned on or off in Configuration programming and should be programmed by your installer. The default setting is on.

3. Time and Date

Time
Date

Tips

All times and dates must be entered using numerals. For example, February would be entered as "2".

The time may be entered in either 12- or 24-hour format. If the display is in English, and the hour entered is less than thirteen, the display prompts you to specify **am** or **pm**.

The year is not shown on the telephone display, but make sure that it is set correctly. Norstar is programmed to allow for leap years.

English language displays always show the time in 12-hour format, while the alternate language displays always use the 24-hour format.

Refer to the *Norstar-PLUS Modular ICS 1.1 Installer Guide* for more information on using Automatic Daylight Savings Time.

Setting the time

Begin with the display showing 1.Sys speed dial.

1. Press until the display reads 3. Time and date.
2. Press . The display reads Time.
3. Press CHANGE. The display reads Hour: . If you don't want to change the hour, skip to step 6.
4. Press CHANGE.
5. Enter the hour in two-digit format for the 12- or 24-hour clocks.
6. Press . The display reads Minutes: . If you don't want to change the minutes, skip to step 9.
7. Press CHANGE.
8. Enter the minutes.
9. Press . If you entered an hour less than 13, the display reads AM or PM.
10. Press CHANGE to toggle the setting.

Setting the date

Begin with the display showing 1.Sys speed dial.

1. Press until the display reads 3. Time and date.
2. Press . The display reads Time.
3. Press . The display reads Date.
4. Press CHANGE. The display reads Year:. If you don't want to change the year, skip to step 7.
5. Press CHANGE.
6. Enter the last two digits of the year.
7. Press . The display reads Month:. If you don't want to change the month, skip to step 10.
8. Press CHANGE.
9. Enter the month in two-digit format.
10. Press . The display reads Day:.
11. Press CHANGE.
12. Enter the day of the month in two-digit format.

Direct-Dial

Direct-Dial lets you dial designated telephones with a single digit. You can have up to five direct-dial telephones for your Norstar system. A direct-dial telephone can be inside your Norstar system or private network, or it can be outside the system in the public network. A direct-dial telephone is usually assigned to a receptionist for an entire office or for a particular department.

4. Direct-Dial	
D-Dial1	Intrnl
(if D-Dial1=Intrnl) Intrnl #	221
(if D-Dial1=Extrnl) Extrnl #	None
(if D-Dial1=Extrnl) Use prime line	
D-Dial2	None
D-Dial3	None
D-Dial4	None
D-Dial5	None

D-Dial1

For each of the five direct-dial telephones, indicate whether it is an internal or external number.

Use and CHANGE to toggle the setting: **Intrnl**, **Extrnl**, or **None**.

Number

Enter the internal or external numbers that the system will automatically dial when someone enters the direct-dial digit.

Use , CHANGE, and the dial pad to enter each of the five telephone numbers. The default number for the first direct-dial telephone is **221**.

Line selection

If you assign an external number as a direct-dial telephone, you must indicate which line to use for the call.

Use , CHANGE, and the dial pad to select the line for the external number.

Tips

There is just one direct-dial digit for the entire system. However, each person in your system does not reach the same direct-dial telephone when they dial this digit. See the Set abilities section of in the Capabilities section to assign which telephone each person can reach through Direct Dial.

The digit you dial in order to get a direct-dial telephone to ring is programmed by your customer service representative.

The Norstar system cannot verify that the number you assign as an external direct-dial telephone is valid. Check the number before assigning it as a direct-dial telephone, and call the direct-dial telephone after you've assigned it in order to test it.

You cannot forward calls to any direct-dial telephone that is outside your Norstar system. See Call Forward in the Telephone features chapter.

Capabilities

Capabilities programming assigns restrictions, exceptions, and remote access capabilities to Class of Service (COS) passwords, telephones, and lines.

5. Capabilities		Set lock	None	Line abilities	
Dialing filters		Full handsfree	N	Show line: _	
Show filter: _		(if Full handsfree=Y)		Line filters	
Restr'n 01		Auto handsfree	N	Normal filter	
Excpt'n 001		HF answerback	Y	Mode 1 filter	
Excpt'n 002		Pickup group	NO	Mode 2 filter	
Restr'n 02		Paging	Y	Mode 3 filter	
Rem access pkgs		Page zone	1	Mode 4 filter	
Show package: _		Aux. ringer	N	Mode 5 filter	
Line pool access		Direct-dial	Set1	Mode 6 filter	
Pool A (): N		Forward on busy			
Remote page		Forward to	None	Remote filters	
N		Forward no answr		Normal filter	
Set abilities		Forward to	None	Mode 1 filter	
Show set: _		(if forwarded on no answer)		Mode 2 filter	
Set filters		Forward delay	3	Mode 3 filter	
Normal filter		DND on Busy	N	Mode 4 filter	
Mode 1 filter		Allow redirect	N	Mode 5 filter	
Mode 2 filter		Redirect ring	Y	Mode 6 filter	
Mode 3 filter		Hotline	None	Remote pkg	
Mode 4 filter		(if Hotline=Intnl)		00	
Mode 5 filter		Intnl#	None	COS passwords	
Mode 6 filter		(if Hotline=Extntl)		Show password: _	
		Extntl#	None	Pswd00	
Line/set filters		Use prime line		None	
Show line: _		Priority call	N	User ftr	
Normal ftr		ATA Ans timer	7	Line ftr	
Mode 1 ftr		MsgIndicate	None	Remote pkg	
Mode 2 ftr		Allow last no	Y	Defit	
Mode 3 ftr		Allow saved no	Y	Defit	
Mode 4 ftr		Allow link	Y	Defit	
Mode 5 ftr				Pswd01	
Mode 6 ftr				None	

Dialing filters

A dialing filter is a set or group of restrictions and exceptions that specify the external numbers or feature codes that cannot be dialed from a telephone or on a line. Rather than define individual restrictions and exceptions and apply them repeatedly to telephones and to lines, dialing filters lets you assign them in one step as a single set.

In addition to creating restrictions for telephone numbers, you can create restrictions for feature codes that access features on other systems or on your central office switch. Some of these features provide the caller with dial tone after they have entered the feature code. This can provide users with an opportunity to bypass dialing filters and dial a call that would normally be restricted. Creating restrictions for the feature codes themselves prevents these unauthorized calls.

You create a dialing filter by defining a set of restrictions and its associated exceptions. You can then assign the filter to a telephone (set filter in Set abilities), to a line (line filter in Line abilities), to a particular line on a telephone (line/set filter in Set abilities), and to remote caller (Remote filter in Line abilities).

Use ADD, the dial pad, and OK to program the restrictions for each dialing filter.

Press ANY to enter a • wild card character that represents any digit in a sequence of numbers.

After programming a restriction, press to program the exceptions to that restriction. Use ADD, the dial pad, and OK to program the exceptions for each restriction.

Default filters

Filter 00 permits unrestricted dialing, and cannot be changed.

Filter 01 is preprogrammed with five restrictions and some associated exceptions.

In Filter 01, restriction 02 and exception 003 allow long distance directory assistance calls. Filter 01 reflects the fact that area codes can now have any digit from 0 to 9 as a second digit. This is also consistent with the new North American dialing plan.

Dialing filter defaults

Parameter				
Filter	Restrictions		Exceptions	
00	Unrestricted dialing			
01	01	0		
	02	1	001 002 003	1800 1555 1...555
	03	911	001	911
	04	411		
	05	976		
02 - 99		No restrictions or exceptions programmed		

Filters 02, 03, and 04, although not preset with restrictions and exceptions, are the default filter settings used later in programming.

Filter	Where the filter is programmed as a default setting in Capabilities programming
02	Set abilities Set filter:
03	Line abilities Line filter:
04	Line abilities Remote filter:

Tips

Filter 00 cannot be changed.

Norstar can have up to 100 dialing filters (00 to 99).

Each programmable filter can have up to 48 restrictions. There is no limit on the number of exceptions that can be allocated to a restriction.

There is a maximum of 400 restrictions and exceptions allocated to the 100 programmable filters.

The maximum length of a restriction is 15 digits. The maximum length of an exception is 16 digits.

The • is a “wild card” that stands for any digit.

You can use * and # in a sequence of numbers in either a restriction or an exception. These characters are often used as part of feature codes for other systems or for features provided by your central office.

When restricting the dialing of a central office feature code, don't forget to create separate restrictions for the codes used for DTMF and pulse lines. For example, *67 and 1167.

Do not string together a central office feature code and a dialing sequence that you want to restrict. Create a separate restriction for each.

You can use COPY and the dial pad to copy restrictions and overrides from one dialing filter to another.

Any restriction or exception can be used in any number of filters. Each time it is used, it counts as one entry. For example, if restriction 411 exists in filters 01, 02 and 03, it uses up three entries of the 400 entries available.

Removing a restriction also removes the exceptions associated with it, and changes the identifying number of the restriction. For example, removal of restriction 01 rennumbers restrictions 01 to 08 as 01 to 07.

Removing a restriction from a dialing filter has no effect on the contents of other filters even if the restriction was copied to them.

You cannot delete a filter. Removing the restrictions programmed on a filter makes it an unrestricted filter but the filter itself is not removed.

Remote access packages

Remote access packages allow you to control the remote use of Norstar line pools and the Page feature.

You create a remote access package by defining which of your system's line pools it will be able to access and whether it can use your page feature. You then assign the package to individual lines (Remote pkg in Line abilities), and to a particular Class of Service password (Remote pkg in COS passwords).

Use and the dial pad to select the remote access package you want to program. Then, press CHANGE to select the line pool access setting: **N** (No) or **Y** (Yes). After programming line pool access, press CHANGE to select the Remote page setting: **N** (No) or **Y** (Yes).

Remote access packages defaults

Parameter	
Package 00	Prohibits remote access to line pools and Page. Cannot be changed.
Package 01	
Line pool access	Y for Pool A N for Pools B to O
Remote Page	No
Packages 02 - 15	
Line pool access	N for Pools A to O
Remote Page	No

Tips

You can use COPY and the dial pad to copy settings from one remote package to another.

The line pool access display shows an alphabetic line pool identifier, followed by a numeric line pool access code in brackets, for example, P001A (9):#N. If no access code has been identified, there is nothing between the brackets, for example P001A ():#N. The line pool access code can be programmed by your customer service representative.

Remote package 00 is the default setting for the Remote package setting. It permits **no** access to line pools or to remote paging. Unlike packages 01 to 15, package 00 cannot be changed.

You can define up to 16 remote access packages (00 to 15).

For remote users who call into the Norstar system to use Norstar lines for calling out, the Remote filters and Line filters still apply.

You can use COPY and the dial pad to copy line abilities programming from one line to another.

Set abilities

Set (Telephone) abilities programming applies dialing filters and permissions to telephones. Telephone abilities includes the following headings.

Tips

You can use COPY and the dial pad to copy set abilities programming from one telephone to another.

Set filter

Set filter lets you assign a dialing filter to a telephone to restrict the numbers that can be dialed from that telephone. You can assign a different dialing filter for normal service and for each of six service modes. See the Service Modes chapter for more information about service modes.

Use , CHANGE and the dial pad to enter the number of the dialing filter to be assigned as the set filter for each mode. The default set filters are as follows:

Default set filters

Mode	Dialing filter
Normal	02
Mode 1 (Night)	11
Mode 2 (Evening)	12
Mode 3 (Lunch)	13
Mode 4	00
Mode 5	00
Mode 6	00

Tips

Set filters do not apply to calls dialed out on E&M trunks. Someone could dial out to a destination on the private network that is restricted on the public network. To restrict calling on E&M lines, apply a dialing filter to the line rather than to the telephone.

Line/set filter

Line/set filter lets you assign a dialing filter to a specific line that appears at a specific telephone. This type of filter replaces any line or set filters which might otherwise apply. It restricts the numbers you can dial on a line, but only from this particular telephone. The same line on another telephone can have different restrictions.

As with set filters, you can apply a different line/set filter for normal mode and each of six service modes.

Use , CHANGE and the dial pad to enter the number of the dialing filter to be assigned as the line/set filter for each mode. The same default filters are used as for set filters.

Tips

A maximum of 255 line/set filters may be applied to lines at telephones.

If a line/set filter is assigned to a line at a particular telephone, it overrides any line filters or telephone filters which might otherwise apply.

If no line/set filters have been defined, dialed digits are filtered through (and may be rejected by either of) the set filter (if defined) and the line filter (if defined).

Set lock

Set lock limits the features that may be used or programmed at a telephone. Use CHANGE to select one of the three options: **None**, **Partial** and **Full**.

None allows you to access any feature on your telephone.

Partial prevents:

- programming autodial buttons
- programming personal speed dial numbers
- programming feature buttons
- moving line buttons
- changing the display language
- changing dialing modes (Automatic Dial, Pre-Dial, and Standard Dial)
- using Voice Call Deny
- using Administration programming
- saving a number with Saved Number Redial

Full, in addition to the restrictions outlined for Partial lock, prevents:

- changing Background Music
- changing Privacy
- changing Do Not Disturb
- using Ring Again
- using Call Forward all calls
- using Send Message
- using Trunk Answer
- activating Service Modes

Full handsfree

Full handsfree allows you to make or receive calls without picking up the receiver. It also allows you to use a headset with a Norstar telephone. Use CHANGE to select the setting: **N** (No) or **Y** (Yes).

Tips

A Handsfree/Mute button is automatically assigned to a telephone that is programmed with Full Handsfree. The Handsfree/Mute button is always located in the lower right-hand corner of the telephone.

Full Handsfree is always disabled for an M7100 telephone.

Auto handsfree

Automatic handsfree activates the handsfree microphone and speaker when you make or receive calls by pressing a line button. Use CHANGE to select the setting: **N** (No) or **Y** (Yes).

Tips

You can program automatic handsfree only if the telephone has Full Handsfree set to **Y** (Yes).

HF answerback

Handsfree answerback allows you to answer a voice call without lifting the receiver. Press CHANGE to select the setting: **Y** (Yes) or **N** (No).

Tips

Handsfree answerback is always disabled for an M7100 telephone.

Pickup group

Each telephone can be assigned to one of up to nine Call Pickup groups. Members of a Call Pickup group can answer any calls ringing at a telephone in the group. Press CHANGE to select the setting: **NO**, 1, 2, 3, 4, 5, 6, 7, 8, or 9.

Tips

You cannot pick up a call that is on a private line, or a call that is ringing only an auxiliary ringer.

Paging

Paging lets you determine whether a telephone has access to the Page feature. Press CHANGE to select the setting: **Y** (Yes) or **N** (No).

Page zone

Each telephone can be assigned to one of six zones for receiving pages. Press CHANGE to select the setting: 1, 2, 3, 4, 5, 6, or **NO**.

Tips

You can program Page zone only if the telephone has Paging set to Y (Yes).

The maximum number of sets in a page zone is 50.

A zone is any set of Norstar telephones that you want to group together, regardless of their location.

Auxiliary ringer

An Auxiliary ringer is important in noisy environments where a Norstar telephone may not otherwise be heard. Press CHANGE to select the setting: **N** (No) or **Y** (Yes).

Tips

When assigned to a set the Auxiliary ringer will ring every time the set rings. When assigned to a line the Auxiliary ringer will not ring when a call is transferred.

Direct-dial telephones

Assign which direct-dial telephone is called when you dial the direct-dial digit from this telephone. Press CHANGE to select the setting: **Set1**, **Set2**, **Set3**, **Set4**, **Set5**, and **None**.

Tips

Each telephone can call only one direct-dial telephone, although up to five direct-dial telephones can be designated in the Direct-Dial section of Administration programming. Any number of telephones can be assigned to call a particular Direct-Dial telephone.

The digit you dial in order to get the Direct-Dial telephone to ring can be programmed by your customer service representative.

Forward on busy

Forward on busy redirects your calls to another telephone on your Norstar system when you are busy on a call, or when you have Do Not Disturb activated at your telephone.

Use , CHANGE, and the dial pad to program the internal number of the telephone that your calls are to be directed to.

Tips

If you are busy on a target line call, another call to that target line is redirected to the prime telephone for that target line.

Line Redirection takes precedence over Call Forward busy.

Forward no answer

Forward No Answer lets you redirect your unanswered calls to another telephone on your Norstar system.

Use , CHANGE, and the dial pad to program the internal number of the telephone that your calls are to be directed to.

Tips

Line Redirection takes precedence over Call Forward no answer.

Forward delay

If you assign another telephone to receive your unanswered calls, you can also assign the number of times that the incoming call rings at your telephone before the call is forwarded. Press CHANGE to select the setting: 2, 3, 4, 6, or 10 rings.

Tips

To estimate the delay time in seconds, multiply the number of rings by six.

DND on Busy

When you are busy on a call and a second call comes in, your telephone rings softly to alert you to the second call. If you find this second ring distracting, you can have the system prevent a second call from disturbing you by assigning Do Not Disturb (DND) on Busy to your extension.

When DND on Busy is turned on for the set, internal and private network callers hear a busy tone instead of ringing when you are on the telephone. External callers are transferred to the prime set used in your system.

Press until the display reads DND on Busy. Press CHANGE to toggle the setting on Y or off N.

Tips

If you use DND on Busy, the line indicator for an external incoming call still flashes, but your telephone does not ring.

If an external call uses a target line (for example, calls coming in on auto-answer loop start, E&M or DID lines), the call will be processed according to the configuration of the target line. If the target line is busy, the caller may hear a busy tone or be routed to the prime set for the target line regardless of the DND on Busy programming for the set.

Forward on busy takes priority over DND on busy.

Allow redirect

Allow redirect determines whether you can use the Line Redirection feature. Press CHANGE to select the setting: Y (Yes) or N (No).

See Line Redirection in the Telephone features chapter for more information on redirecting lines.

Redirect ring

You can program a telephone to ring briefly (a 200 millisecond burst) when a call is redirected on one of its lines. Press CHANGE to select the setting: Y (Yes) or N (No).

See Line Redirection in the Telephone features chapter for more information on redirecting lines.

Tips

If a telephone has redirect ring enabled, it rings briefly for redirected calls on one of its lines even if another telephone set up the line redirection.

Hotline

You can set up a telephone as a hotline, so that it automatically calls a pre-assigned number when you lift the receiver or press



. Hotline has three options: **None**, Internal, and External.

Internal assigns an internal number.

External assigns an external number. If you select an external number, you can also select the line on which the call is made: the prime line, an external line, a line in a line pool, or a line selected by the routing table. If you select a line pool, you will have to specify the line pool access code. If you select the routing table, the number dialed is treated as a destination code and is routed according to the routing tables.

Use CHANGE to select Hotline setting.

Use , CHANGE, and the dial pad to program the number that is automatically dialed.

Tips

Label the telephone to inform anyone using it that Hotline is active.

A telephone's prime line, line pool access codes, and access to a line pool can be programmed by your customer service representative.

Priority call

Priority call determines whether you can use the Priority Call feature to make a voice call to another Norstar telephone even when it is busy or when it has Do Not Disturb activated. Press CHANGE to select the setting: **Y** (Yes) or **N** (No).

Tips

Allow this feature only when a telephone has a legitimate need for it.

ATA Answer Timer

To change the delay time to meet the needs of devices such as facsimile machines and credit card sets, press CHANGE to select the setting (in seconds): 3, 5, 7, or 10.

MsgIndicate

Select the type of message indicator to be activated when a set on an Analog Station Module (ASM) has a message. Tone sends a Message Tone through the set's receiver each time the hand-set is picked up. Lamp turns on the set's Message Lamp when a message is received.

Press Change to select the setting: **None**, Tone or Lamp.

Allow last no

A telephone's ability to use Last Number Redial can be turned on or off. This helps to ensure that only authorized users can view access codes or passwords. Press CHANGE to select the setting: Y (Yes) or N (No).

Allow saved no

A telephone's ability to use Saved Number Redial can be turned on or off. This helps to ensure that only authorized users can view access codes or passwords. Press CHANGE to select the setting: Y (Yes) or N (No).

Allow link

The ability of a telephone to use Link (a host system signaling option) can be turned on or off. Press CHANGE to select the setting: Y (Yes) or N (No).

Tips

For more information about host system signaling, see the Telephone features chapter.

Line abilities

Line abilities programming applies dialing filters, remote access dialing filters and remote access packages to lines.

Tips

You can use COPY and the dial pad to copy line abilities programming from one line to another.

Line filters

Specify the dialing filter to be applied to this line to restrict the numbers that can be dialed on it. A dialing filter is a set or group of restrictions and exceptions. You can assign a different dialing filter for normal service and for each of six service modes. See the Service Modes section for more information about service modes.

Use , CHANGE and the dial pad to enter the number of the dialing filter to be assigned as the line filter for each mode. The default line filters are as follows:

Default line filters

Mode	Dialing filter
Normal	03
Mode 1 (Night)	21
Mode 2 (Evening)	22
Mode 3 (Lunch)	23
Mode 4	00
Mode 5	00
Mode 6	00

Tips

If a remote user tries to use this line to place an external call, the line filter still applies.

Remote filters

Specify the dialing filter to be applied to remote callers calling in to the Norstar system on this line. A dialing filter is a set or group of restrictions and overrides.

As with line filters, you can apply a different remote filter for normal mode and for each of six service modes.

Use CHANGE and the dial pad to program the remote filter for each mode. The default remote filters are as follows:

Default remote filters

Mode	Dialing filter
Normal	04
Mode 1 (Night)	31
Mode 2 (Evening)	32
Mode 3 (Lunch)	33
Mode 4	00
Mode 5	00
Mode 6	00

Tips

The remote filter restricts the numbers that can be dialed on an incoming auto-answer line. If a remote user then selects a line to place an external call, the line filter applied to that line still applies.

Remote package

Specify the remote package to be applied to remote callers trying to use line pools or the Page feature on your system.

Use CHANGE and the dial pad to program the remote package.

Tips

Package 00 is the default remote package, which gives no remote access to line pools or to Page.

You can define Class of Service passwords that allow selected remote users to access your system line pools and Page feature.

COS passwords

Class of Service passwords permit controlled access to a system's resources by internal and remote users. When you enter a Class of Service password at a telephone, the dialing filters associated with your Class of Service password apply, rather than the normal dialing filters. Similarly, when a remote user enters a Class of Service password on an incoming auto-answer line, the dialing filters and remote package associated with their Class of Service password apply, rather than the normal dialing filters and remote package.

COS passwords lets you define individual passwords and determine the dialing filters, and remote package associated with each.

Tips

Class of Service passwords for a system should be determined randomly, and should be changed on a regular basis.

Users should memorize their COS passwords instead of writing them down.

Employees' COS passwords should be deleted when they leave the company.

Typically, each user has a separate password. Several users can share a password or one user can have several passwords.

A system can have a maximum of 100 six-digit COS passwords (00 to 99).

You can use COPY and the dial pad to copy the dialing filters and remote package from one COS password to another.

COS passwords must be unique.

Pswd

Pswd defines the six-digit Class of Service password.

Use , CHANGE, and the dial pad to program the six-digit password. Use BKSP to edit numbers you have entered.

User fltr

User fltr lets you assign a dialing filter to a Class of Service password. The user filter associated with the Class of Service password replaces any normally applicable set filter, line/set filter, and remote filter.

Use , CHANGE, and the dial pad to program the two-digit user filter. The default setting (Def1t), means that any normally applicable filters (set filter, line/set filter, or remote filter) still apply.

Line fltr

Line fltr lets you assign a specific line filter to a Class of Service password. The line filter associated with the Class of Service password replaces any normally applicable line filter.

Use CHANGE and the dial pad to program the two-digit line filter. The default setting (Def1t), means that any normally applicable line filter still applies.

Remote pkg

Remote pkg lets you assign a specific remote access package to a Class of Service password. The remote access package associated with the Class of Service password replaces any normally applicable remote access package.

Use CHANGE and the dial pad to program the two-digit remote package. The default setting (Def1t), means that any normally applicable remote access package still applies.

Service Modes

6. Service Modes

Mode names

Mode 1	Night
Mode 2	Evening
Mode 3	Lunch
Mode 4	Mode 4
Mode 5	Mode 5
Mode 6	Mode 6

Mode times

Day: Mon

Mode 1: Night

Start time **23:00**

Stop time **7:00**

Mode 2: Evening

Mode 3: Lunch

Mode 4: Mode 4

Mode 5: Mode 5

Mode 6: Mode 6

Day: Tue

Day: Wed

Day: Thu

Day: Fri

Day: Sat

Day: Sun

Control sets

Show line:...

Line001 **221**

Show set:...

221 **221**

Ringing service

Ringing groups

Show group: **001**

Show set:...

Mode 1 **Off**

Trunk answer **Y**

Extra-dial **221**

Show line:...

Ring group **001**

Aux. ringer **Y**

Mode 2 **Off**

Mode 3 **Off**

Mode 4 **Off**

Mode 5 **Off**

Mode 6 **Off**

Restr'n service

Mode 1 **Off**

Mode 2 **Off**

Mode 3 **Off**

Mode 4 **Off**

Mode 5 **Off**

Mode 6 **Off**

Routing service

Mode 1 **Off**

Overflow **N**

Mode 2 **Off**

Mode 3 **Off**

Mode 4 **Off**

Mode 5 **Off**

Mode 6 **Off**

Using Service Modes, you can control three types of service by the time of day and day of week:

- alternate call ringing for certain times and days
- alternate dialing restrictions for certain times and days
- alternate call routing for certain times and days

Each of the three services has six service modes that you can customize. For example, you may want to combine alternate call ringing with alternate dialing restrictions for lunchtime, evenings, and weekends (Service Modes 1, 2, and 3). Then you may want three separate modes to control alternate call routing.

Tips

Once you have programmed the different Service Modes, you can turn each of the services on separately. For example, Night mode might control both Ringing service and Restriction service. But you can turn on just the Ringing service part of Night mode if you wish.

You can activate the services from the designated control telephone for each Norstar telephone and line in your system. You can have one control telephone for the whole system, or different control telephones for different Norstar telephones and lines. See Service Modes in the Programming chapter and in the Telephone features chapter for instructions on programming and activating the different services.

If you want to have several services active at the same time, simply program them on for the same mode.

Mode names

The Service Mode name is shown on the display of the control telephone when the Service Mode is turned on. It identifies the active Service Mode.

Use , **CHANGE**, , and the dial pad to program the Service Mode name. For information on entering names, see the Entering names section in this section.

Tips

The default names of the six possible Service Modes are only suggestions, and may be changed to any other name.

A Service Mode name can be one to seven characters long.

It is recommended that you reserve certain Service Modes (modes 4, 5, and 6) exclusively for alternate call routing.

Mode times

Mode start and stop times correspond to typical hours which may be required for a Service Mode.

Use , **CHANGE**, , and the dial pad to program the start and stop times for each Service Mode, on each day.

Default Service Mode times

Service Mode	Start time	Stop time
Service Mode 1: Night	23:00	07:00
Service Mode 2: Evening	17:00	23:00
Service Mode 3: Lunch	12:00	13:00
Service Mode 4: Mode4	00:00	00:00
Service Mode 5: Mode5	00:00	00:00
Service Mode 6: Mode6	00:00	00:00

Tips

It is only necessary to program start and stop times for Service Modes that are activated automatically. See Ringing service in this section for information on activating Service Modes.

The time may be entered in either 12 or 24-hour format. If the display is in English, and the hour entered is less than thirteen, the display prompts you to specify AM or PM.

If you assign identical start and stop times for a mode, for example, 04:00 start and 04:00 stop, the mode is in effect all day. The only exception to this is a start and stop time of 00:00; in this case the mode is off for the day.

You may assign overlapping times. For example, if Service Mode 1 is assigned from 9:00 am to 4:00 pm and Service Mode 2 is assigned from 1:00 pm to 5:00 pm, then the start time of the second Service Mode is treated as a stop time for the first Service Mode. This is also true if two Service Modes have the same start time but different stop times; the stop time of the shorter mode is treated as the start time of the longer mode.

If one Service Mode starts and stops within the times of another Service Mode, the first service temporarily ends when the second service starts. The first service then resumes when the second service has ended.

Some Service Modes start and stop at the same times each day: use COPY to copy the start and stop times from one day to the next.



Start and stop times don't span days

When you program a Service Mode to start in the evening and stop in the morning, it does not carry over into the next day. For example, if you program Night service for Friday (10 pm to 6 am), the system turns on Night service from midnight to 6 am on Friday, and then again from 10 pm to midnight on Friday.

Control sets

A control telephone turns Service Modes on and off for the lines and/or telephones assigned to it. You can assign several control telephones for your system. A control telephone for lines controls Ringing service, Restriction service and Routing service for its assigned lines; a control telephone for telephones controls Restriction service and Routing service for its assigned telephones. Assign a control telephone for each external line and telephone.

Use , CHANGE, , and the dial pad to program the internal number of the control telephone for each line and each telephone.

Tips

Only the external lines and telephones programmed with a control telephone can be placed into a Service Mode.

You can assign a control telephone to more than one external line or telephone, but a line or telephone cannot be assigned to more than one control telephone.

You can only apply a service in one mode at any one time to all external lines and telephones controlled by a given control telephone. You can have several modes active, as long as they are using different services.

The default control telephone for all lines and telephones is **221**.

One recommendation is to have one control telephone for all lines and a different control telephone for all telephones.

Ringing service

Indicate how Ringing service should be activated for each of the Service Modes.

Use , , and CHANGE to change each Service Mode setting: **Off**, **Automatic**, or **Manual**.

Manual allows you to turn the service on and off at any time from a control telephone using the Ringing service feature code.

Automatic allows you to preassign a stop and start time for a mode during which the service is active. You are still able to start and stop the service by entering the appropriate Service Modes feature code at a control telephone. If you select this setting, you will have to program start and stop times. See Mode times in this section for information on programming times.

Off prevents the service from being activated.

Ringing groups

Ringing groups allows you to define groups of up to 30 extended ringing sets. A Ringing group can be assigned to any line for any of the Service modes. You can create up to 100 Ringing groups.

To define a Ringing group use and enter the number of the Ringing group you want to program (001-100).

Once you define a Ringing group the display will prompt you to enter the number of the set you want to assign to this Ringing group or use SCAN to display the sets that are assigned to the Ringing group.

Tips

You can assign one to 30 sets to a ring group. The assigned control set for each service mode is added to each ring group.

A set can belong to more than one ring group.

Trunk answer

Trunk answer allows you to answer, from any telephone, an external call that is ringing at another telephone in your office. This is useful if the other telephones have not been assigned the same lines as the telephone you are using to answer the call.

Press CHANGE to select the setting: **Y** (Yes) or **N** (No).

Tips

You can change the Trunk Answer setting only if Ringing service is set to Manual or Automatic.

Extra-dial telephone

Extra-dial telephone allows you to assign an additional direct-dial telephone in the Norstar system for each operational Service Mode.

Use CHANGE and the dial pad to enter the internal telephone number of the extra-dial telephone.

Tips

The extra-dial telephone is activated during a Service Mode by entering the Ringing service feature code from a direct-dial telephone. This does not activate the Ringing service unless the direct-dial telephone is also a control telephone.

Ring group

You can assign a pre-defined ring group to a line for each service mode. See Ringing groups in this section to create groups of extra ringing telephones.

Using the dial pad, enter the line number to see which ringing group is assigned to the line. Press CHANGE and the ring group number (001-100) to choose a different ring group assignment.

Tips

Only one ring group can be assigned to a line for each Service mode. To combine groups of ringing sets, you must create a new ring group which contains all the sets you want to ring and assign it to the line.

Auxiliary ringer

Indicate whether the auxiliary ringer (if installed) also rings when Ringing service is on. Press CHANGE to select the setting: **Y** (Yes) or **N** (No).

Tips

The default ringing telephone is **221**. This means that all lines ring at telephone 221 when Ringing service is on.

You can use COPY and the dial pad to copy Ringing set and Auxiliary ringer programming from one line to another.

If you have an auxiliary ringer programmed to ring for calls on an external line, and you transfer a call on that line without announcing the transfer, the auxiliary ringer will ring for the call transfer.

Restriction service

Indicate how the alternate dialing restrictions should be activated for each of the Service Modes.

Use Show , Next , and CHANGE to change each Service Mode setting: **Off**, **Automatic**, or **Manual**.

See Ringing service in this section for descriptions of the three settings.

See Line abilities in the Capabilities section for instructions to assign dialing restrictions to the Service Modes.

Routing service

Indicate how alternate call routing should be activated for each of the Service Modes.

Use Show , Next , and CHANGE to change the Service Mode setting: **Off**, **Automatic**, or **Manual**.

See the section in this chapter on Ringing service for descriptions of the three settings.

The routes have already been assigned to the Service Modes by your customer service representative. Routes were selected to take advantage of the least expensive routing available.

Overflow

Indicate whether the system should select the normal route if the programmed route is busy.

Use , and CHANGE to toggle the Overflow setting between **No** and **Yes**.

Tips

When you make a call and the programmed route is busy, you hear the expensive route warning tone and see a display indicating that an expensive route will be used. To avoid using the normal, expensive route, release your call.

A service mode must be active for overflow routing to be in effect. Overflow routing is not available in normal mode.

Because overflow routing directs calls using different line pools, a call may be affected by different line filters when it is handled by overflow routing.

Passwords

Admin password

The Administration password allows access to Administration programming. It prevents unauthorized or unintentional changes to settings. To ensure security, distribute the password only to selected personnel. Keep a record of your password in a secure place, and change it periodically.

The password is a one to six-digit number. The default Administration password is , which is the same as .

Use , CHANGE and the dial pad to enter the new Administration password. Press OK to accept the programmed password.

Reg password

The Registration password is used to control the registration of Companion portables to the Norstar system. See the *Norstar-Companion MICS-XC 1.1 System Coordinator Guide* for more information.

Tips

The password is easier to remember if the digits correspond to the letters in a word.

If you forget the Administration password, you cannot access Administration programming. Call your customer service representative to assign a new Administration password.

If you press CHANGE but do not enter a new password, the existing password is erased. Anyone can then access Administration programming without a password.

Log Defaults

If you subscribe to Call Display services, external calls can be tracked in a Call Log. Log Defaults programming customizes how log space is allocated to telephones in the system.

8. Log Defaults

Reset all logs

Space/log

Reset all logs

Reset all logs allows you to reallocate the Call Log space equally to all telephones in your system.

Use and the dial pad to enter the space allocation for the Call Log at each telephone. Press **OK** to accept the settings and end Administration programming. The system automatically reallocates Log space.

Tips

Use this heading only if you want to allocate an equal amount of log space to all the telephones in your system. If you want to assign specific amounts of log space to individual telephones use **Log Space** in **9. Call Services**.

Reallocating Call Log space may destroy Call Log data at telephones that lose space.

There are 300 Call Log spaces available in the system. There are no spaces allocated by default. Changing the space allocation using Log Defaults defines the log space available to all telephones in the system. Any remaining unassigned log space is available in a log pool, and can be reallocated in Call Services programming.

Call Services

If you subscribe to Call Display services, external calls are identified on the display. Call Services programming allows you to customize how this information is used.

9. Call Services	
Auto Call Info	
Show line: _	
Line001	None
Set services	
Show set: _	
Autolog/ShowVMsg	
Line001	
Logging set	N
Show extl VMsg	N
Log space	
Log:0	Pool:300
Log passwrd	None
1stDisplay	Name
VMsg centr tel#s	
VMsg center 1	
Max. 24 digits	
VMsg center 2	
VMsg center 3	
VMsg center 4	
VMsg center 5	
VMsg tel#s -> lines	
Show line: _	
L001 VMsgCentr	1

Auto Call Info

Auto Call Info allows you to specify which telephone displays the Call Display information when a call is ringing on an external line. (After the call is answered, Call Display information is always shown at the telephone that answered the call.)

For each line, use SHOW, CHANGE and the dial pad to enter the internal number of the telephone to display Call Display information.

Tips

In order for a telephone to display the Call Display information for calls on an external line, it must also be programmed to ring for that line.

Set services

Set services programming allows you to customize how Call Display information is used at each telephone. Begin by entering the telephone's internal number. With the display reading Autolog/ShowVMsg, press SHOW to view the settings for each line assigned to the telephone.

Logging set

Logging set allows you to specify whether the telephone automatically logs Call Display information for calls on an external line. The line must appear on that telephone but it does not have to be a ringing line. Press CHANGE to select the setting: **N** (No) or **Y** (Yes).

Show extl VMsg

If you subscribe to a voice message service, you can access that service through your Norstar system. Show extl VMsg lets you set whether your Norstar telephone will indicate when you have a voice message waiting for you on a particular line. The line must appear on that telephone. Press CHANGE to select the setting: **N** (No) or **Y** (Yes).

Tips

To find out if your voice message service will work with Norstar, or if you have any problems with your service, contact your voice message service provider.

Log space

Log space determines the number of items that can be stored in the Call Log for each telephone. Use Show , ADD and REMOVE to redistribute the log space. There is no log space assigned by default.

Tips

There must be space available in the log pool in order for you to add space to a Call Log.

System-wide log space allocation is performed in Log Defaults programming. If you want to allocate the same log space to all telephones, it may be appropriate to use Log Defaults programming instead.

Log password

Log password allows you to clear any Call Log password programmed with the Call Log feature. Press CHANGE to clear the programmed password.

Tips

You program a Call Log password using the Call Log Password feature. See the Telephone features chapter for more information.

1stDisplay

Depending on the services you subscribe to, Call Display information may contain up to three parts: the name of the caller, the number of the caller, and the name of the line in your Norstar system that the call is on. For each telephone, you can determine which information is displayed first. Press CHANGE to select the setting: **Name**, **Number** or **Line**.

Tips

The Call Information feature is used to display and scroll through all of the Call Display information: the caller name, number and line number. See the Telephone features chapter for more information.

You may see **Unknown name** or **Unknown number** on the display if the information is not available from your telephone company. You may see **Private name** or **Private number** on the display if the caller blocks that information.

VMsg centr tel#s

If you subscribe to a voice message service, you can access that service through your Norstar system. This setting specifies the external telephone numbers that can be dialed by the Message feature to retrieve voice messages. Use Show , Next , CHANGE, and the dial pad to enter the external telephone number.

Tips

The display does not show that external voice messages are waiting unless Show extl VMsg is set to Yes.

The number that is dialed by the Message feature for a particular line is determined by VMsg tel#s lines.

You can program up to five voice message center numbers, but most systems require only one.

VMsg tel#s lines

If you subscribe to a voice message service, you can specify which voice message center is used for each external line that can receive message waiting indication. For each line, press CHANGE to select the setting: 1, 2, 3, 4, 5, or N (None).

Registration

Registration programming is used with systems equipped with Companion portable telephones. See the *Norstar-Companion MICS-XC 1.1 Installer Guide* for more information.

Reviewing programming

Set Profile and Line Profile let you view but not change the programming settings for each Norstar telephone and line.

As many as four people in the Norstar system can use Set Profile or Line Profile at the same time. You access Set Profile or Line Profile from any M7310 or M7324 telephone, even while you are on a call.

If someone is using Configuration or Administration programming, you can still access Set Profile and Line Profile from another Norstar telephone. The latest programming changes can be seen as soon as they are made.

Set Profile and Line Profile let you review the following Configuration and Administration programming headings:

Set Profile	Line Profile
Set name	Line name
Line Access	Trunk data (physical lines only)
Set abilities	Received number (target lines only)
Set services	Line data
	Line abilities (physical lines only)
	Service Modes
	Call information
	Voice message center

Viewing the programming for a telephone

From an M7310 or M7324 telephone:

1. Press * * S E T . The display reads Show set:.
2. Enter the internal number of the telephone whose programming you want to review. The display shows the internal number and name.
3. Use BACK, SHOW, and NEXT to navigate through the settings.

Viewing the programming for a line

From an M7310 or M7324 telephone:

1. Press * * L I N E . The display reads Show line:.
2. Enter the number of the line whose programming you want to review. The display shows the line number and name.
3. Use BACK, SHOW, and NEXT to navigate through the settings.

Programming reminders

This section contains a number of programming reminders designed to help you record your programming and distribute the information to your co-workers. Photocopy the appropriate pages, then fill in the information.

You can check the programmed setting in the *Programming Record* or by using Set Profile and Line Profile.

100

100

Prime telephones

Prime telephone operator	
Internal number	_____
Lines answered at the prime telephone	_____
_____	_____

Prime telephone operator	
Internal number	_____
Lines answered at the prime telephone	_____
_____	_____

Prime telephone operator	
Internal number	_____
Lines answered at the prime telephone	_____
_____	_____

Prime telephone operator	
Internal number	_____
Lines answered at the prime telephone	_____
_____	_____

Central answering positions

CAP operator	Internal number

Page zones

Page zone	Location
1	
2	
3	
4	
5	
6	

Line pools

Pool	Access code	Use
A	— — — — —	
B	— — — — —	
C	— — — — —	
D	— — — — —	
E	— — — — —	
F	— — — — —	
G	— — — — —	
H	— — — — —	
I	— — — — —	
J	— — — — —	
K	— — — — —	
L	— — — — —	
M	— — — — —	
N	— — — — —	
O	— — — — —	

Miscellaneous programming

Direct-dial telephones	1 _____	2 _____
3 _____	4 _____	5 _____
DISA DN (used to change COS)	_____	
Direct-dial digit	_____	
Call Park prefix	_____	
Park mode	_____	
Dial first to make external calls	_____	

Call Pickup groups

Pickup group	Names of group members
—	
—	
—	

Service Modes

Service Mode 1	Service Mode 2	Service Mode 3
Name _____	Name _____	Name _____
Monday Start __:__ Stop __:__	Monday Start __:__ Stop __:__	Monday Start __:__ Stop __:__
Tuesday Start __:__ Stop __:__	Tuesday Start __:__ Stop __:__	Tuesday Start __:__ Stop __:__
Wednesday Start __:__ Stop __:__	Wednesday Start __:__ Stop __:__	Wednesday Start __:__ Stop __:__
Thursday Start __:__ Stop __:__	Thursday Start __:__ Stop __:__	Thursday Start __:__ Stop __:__
Friday Start __:__ Stop __:__	Friday Start __:__ Stop __:__	Friday Start __:__ Stop __:__
Saturday Start __:__ Stop __:__	Saturday Start __:__ Stop __:__	Saturday Start __:__ Stop __:__
Sunday Start __:__ Stop __:__	Sunday Start __:__ Stop __:__	Sunday Start __:__ Stop __:__

Service Mode 4	Service Mode 5	Service Mode 6
Name	Name	Name
_____	_____	_____
Monday	Monday	Monday
Start __: __	Start __: __	Start __: __
Stop __: __	Stop __: __	Stop __: __
Tuesday	Tuesday	Tuesday
Start __: __	Start __: __	Start __: __
Stop __: __	Stop __: __	Stop __: __
Wednesday	Wednesday	Wednesday
Start __: __	Start __: __	Start __: __
Stop __: __	Stop __: __	Stop __: __
Thursday	Thursday	Thursday
Start __: __	Start __: __	Start __: __
Stop __: __	Stop __: __	Stop __: __
Friday	Friday	Friday
Start __: __	Start __: __	Start __: __
Stop __: __	Stop __: __	Stop __: __
Saturday	Saturday	Saturday
Start __: __	Start __: __	Start __: __
Stop __: __	Stop __: __	Stop __: __
Sunday	Sunday	Sunday
Start __: __	Start __: __	Start __: __
Stop __: __	Stop __: __	Stop __: __

Telephone basics

This chapter covers the basic features of your Norstar telephone and optional equipment that may be attached to it.

Answer buttons

You can use an answer button to monitor calls on another person's telephone. All calls to the monitored telephone appear on the answer button. The calls may also ring at the telephone with the answer button, depending on system programming. Answer buttons are useful for a secretary who monitors incoming calls for one or several managers.

If more than one call is ringing at the manager's telephone, the first call appears on the secretary's answer button. Any subsequent calls appear on intercom buttons if they are available.

More than one secretary may have an answer button for a single manager. This allows two or more secretaries to handle calls for a busy manager.

Each telephone can handle calls for up to five other people using separate answer buttons for each person. You cannot make calls using answer buttons.

Feature button

You use the Feature button to invoke Norstar features. See the Telephone features chapter.

Headset

A headset lets you keep both hands free while you are on a call without others overhearing your telephone conversations.

If you plug a headset into your telephone while you are on a call, your telephone's microphone and speaker (or your receiver if you are on a regular call) are turned off and your headset microphone and earpiece are turned on.

You must have the Handsfree feature assigned to your telephone if you wish to use a headset. You cannot use a headset on an M7100 telephone.

While you are using the headset, the receiver and the switch in the telephone cradle do not work.

Using a headset

To answer a call, press .

While on a call using the headset, press  to turn your headset on and off.

To change to a handsfree call while you are on a call using your headset, unplug your headset. Your telephone's microphone and speaker turn on and the call becomes a handsfree call. (It is a good idea to put the call on hold while you do this.)

You may see this display when you try to use a headset.

Need Handsfree

You are attempting to use a headset, but Full Handsfree is not programmed for your telephone, or you have accidentally plugged your telephone receiver into the headset jack on the bottom of the telephone.

Hearing aid compatibility

The receivers on all Norstar wireline telephones are compatible with hearing aids as defined in the FCC rules, Part 68, section 68.316. Not all hearing aids are optimized for use with a telephone.

Hold button

You use the Hold button to put calls on hold. See the Hold section in the Telephone features chapter. It is also used in place of OK on telephones with one-line displays.

Incoming line group buttons

You have one incoming line group button for each incoming line group assigned to your telephone. Incoming line group buttons track up to two calls at once. You use an incoming line group button just like line buttons, except you cannot use it to make a call.

Intercom buttons

Intercom buttons provide access to internal lines used for calls within a Norstar system and access to external lines through a line pool or external code. A telephone may be assigned zero to eight Intercom buttons. This is done in Configuration programming.

Line buttons

You have one line button for each line assigned to your telephone. Press the line button to select the line you want to answer or use to make a call. Having several line buttons allows you immediate access to more than one line. The M7100 telephone does not have line buttons and can have a maximum of two lines. Press to switch between its two lines, one active and one on hold.

Memory buttons

Memory buttons are the buttons with indicators on the M7208, M7310, and M7324 telephones, and the dual buttons without indicators on the M7310 telephone. There is also a single memory button, without an indicator, on the M7100 telephone. Memory buttons can be used as answer, autodial, line, incoming line group, and programmed feature buttons. Line, incoming line group, intercom and answer buttons must have indicators.

Autodial buttons

Autodial buttons let you dial numbers by pressing a single button. See the Autodial section in the Telephone features chapter.

Programmed feature buttons

Programmed feature buttons allow you to invoke Norstar features by pressing a single button. See Customizing your telephone in this chapter.

Release button

Pressing ends a call. You do not have to put the receiver down. also ends feature programming.

While you are on a call, do not press to end a feature you are using. If you do, you will disconnect the call. Use instead.

Volume bar

The volume bar controls the volume of the receiver, telephone ring, handsfree speaker, and headset. Press either end of the volume bar



to adjust the volume.

Wall mounting

Norstar telephones can be mounted on a wall. Contact the installer or customer service representative if you wish to have any telephones in your system wall-mounted.

Answering the telephone

Your Norstar telephone can receive many different types of calls. Your telephone display tells you what type of call you are receiving.

There are many ways to answer a call, depending on Administration programming and the type of call you are receiving:

- Pick up the receiver.
- Pick up the receiver and press a line button (if the call is not on your prime line).
- Press  (to talk without using the receiver). See Handsfree in this section for more information.
- Press  and press a line button (to talk without the receiver and if the call is not on your prime line).
- Press a line button (to talk without the receiver and if Automatic Handsfree is assigned to your telephone).
- Just speak (to answer a voice call, which is described in the Telephone features chapter).

Call Display information

If you have subscribed to Call Display services from your local telephone company, one line of information about an external caller is displayed after you answer. If your telephone is programmed to receive Call Display information automatically, that information is shown before you answer. Depending on the setting in Administration programming and the external information available, either the caller's name or telephone number is displayed.

When you transfer an external call to another Norstar user, this information is displayed on the recipient's telephone.

There may be a delay between the time your telephone rings and when Call Display information is available. If you answer a call before the Call Display information arrives, that information may not be available for the call.

Call Park retrieval

You can dial a retrieval code from any telephone in the system to pick up a call that has been parked. See the Telephone features chapter for instructions.

Call Pickup

Call Pickup lets you use your telephone to answer a call that is ringing at someone else's telephone. See the Telephone features chapter for instructions.

Call Queuing

Call Queuing allows you to answer the call with the highest priority when you have more than one call ringing at your telephone. See the Telephone features chapter for instructions.

Callback

When you direct a call you have answered to another telephone, the system monitors the call to make sure someone answers it. If no one answers the call within a programmable length of time, the system directs it back to you.

Callback generates a variety of displays. Most occur after a programmable delay and are listed in this section. Some occur immediately if the telephone to which you are directing a call is out of service or otherwise unavailable. These are listed with the descriptions of the features in which they occur.

Delayed Ring Transfer

If no one answers a call within a programmable length of time, the system transfers the call to the prime telephone.

Do Not Disturb

If you do not wish to receive calls, turn on Do Not Disturb. See the Telephone features chapter for instructions.

Handsfree

You can answer calls without lifting the receiver.

1. Press the line button for the ringing call. (This step is not necessary if you have a prime line assigned to your telephone.)

2. Press . The telephone's internal microphone and speaker are automatically turned on.

Voice Call Deny

If you do not wish to receive voice calls, turn on Voice Call Deny. See the Telephone features chapter for instructions.

Tips

A prime telephone receives calls that go unanswered at other telephones. For more information, see the Special telephones section in this chapter.

What line indicators mean

- | | |
|---|---|
| ▶ Flashing on and off for equal lengths of time | There is an incoming call on the line. |
| ▶ Flashing on and off more quickly | You have placed a call on hold. |
| ▶ Flashing on for longer than off | Someone else has put a call on hold on that line. |
| ▶ On, not flashing | You are connected to the call on that line or the line is in use elsewhere. |
| Off | The line is free. |

Rings you may hear

- | | |
|---------------------------------|--|
| A double beep every ten seconds | A call has been camped to your telephone. |
| A long single ring | There is an external call on the line for you. |
| A shorter double ring | There is an internal call on the line for you or a call is being transferred to you. |
| A brief single ring | A call is being redirected on one of your redirected lines. You cannot answer this call. See Line Redirection in the Telephone features chapter. |
| Three beeps descending in tone | You are receiving a priority call. |

Displays

You may see some of the following displays when you receive a call on your telephone and while you are answering that call:

S

This indicates a long-distance call. (May be available with Call Display services.)

247>221

Either you are receiving an internal call from telephone 247 forwarded by telephone 221 or you have an answer button for telephone 221 and an internal call from 247 is ringing on 221.

221

TRANSFER

You are connected to an internal call. Press TRANSFER to transfer the call.

221 calling

You are receiving a call from telephone 221.

Call 221?

YES NO

You have received a Ring Again offer for a call to an internal telephone. Press the flashing internal line button or YES to call the number again. On the M7100 telephone, just lift the receiver. Otherwise, press NO or wait 30 seconds for the Ring Again offer to expire. For an explanation of Ring Again, see the Telephone features chapter.

Camped: 221

CALLBACK

The person to whom you camped the call did not answer it. The call has come back to you. Press the line button or CALLBACK to reconnect to the call.

Line001

TRANSFER

You are connected to an external call. Press TRANSFER to transfer the call.

Line001>221

Either you are receiving an external call forwarded from telephone 221 or you have an answer button for telephone 221 and an external call is ringing on that telephone.

Line001 transfer

The call on line 001 is being transferred to you by someone else in your Norstar system.

Line001 waiting

A camped call is waiting. Press the line button or use Call Queuing to answer the call. Press if you have an M7100 telephone.

No calls waiting

You tried to use Call Queuing but no call was ringing at your telephone.

No line selected

There is no call ringing at your telephone. If you have a flashing line button but your telephone is not ringing, press the line button to answer the call on that line.

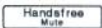
Not in service

The telephone you directed a call to is not in service or is otherwise unavailable. The call is returned to your telephone.

Parked call
CALLBACK

Nobody answered the call you parked. The call has come back to you.

Pick up receiver

You have used the Call Queuing feature without picking up the receiver. Auto Handsfree has not been assigned to your telephone. You must use the receiver or  to answer a call.

Priority>221
BLOCK

You are receiving a priority call. If you are on another call, inform the person you are speaking to that the call is about to be put on hold. Press the flashing line indicator of the priority call or wait until the call connects automatically (in eight seconds). The priority call goes through when you hear the next beep. Your active call is placed on Exclusive Hold. It will be reconnected automatically when the priority call ends (unless you transfer the priority call, in which case you must press the line button of your original call to reconnect). Use DND (  ) or press **BLOCK** to reject a priority call.

Release a call

You have no free line buttons on which to receive a call. Release one of your current calls and try again to answer the incoming call.

Use line pool?
YES NO

You have received a Ring Again offer for a line pool. Press the flashing internal line button or **YES** to use the line pool. On the M7100 telephone, just lift the receiver. Otherwise, press **NO** or wait 30 seconds for the Ring Again offer to expire.

Prime telephone displays

If yours is a prime telephone, you may see the following displays:

DND from 221

The person at telephone 221 has forwarded a call to you using Do Not Disturb.

DND transfer

The system has transferred a call to you from a telephone in Do Not Disturb mode.

DRT Line001

Nobody answered this call so the system transferred it to you.

Line001 callback
CALLBACK

Someone has camped, parked or transferred a call on line 001, but no one has answered it. Press CALLBACK or the line button to connect to the call.

Line001 to Prime

There is no telephone that can receive a call on line 001 so the system has transferred it to you.

Line015>Line187

The call coming in on line 015 was intended for target line 187. Line 187 is busy so the call has come to you.

Tips

There are three indications of an incoming call: ringing, a line button flashing, and a message on the display. You will not necessarily receive all three indications for any particular call. You may have a line that has been set up not to ring at your telephone. If so, you will see only a flashing line button. If there is no button free for a camped call to appear, you will get a special ring and a message on your display, but no line button will flash. If someone makes a voice call to you, you will hear a beep followed by their voice. There are many possible combinations, depending on how your system is set up. See Lines in the System features section for more information on the use of lines.

If you receive a priority call and your telephone has no free internal line buttons, you cannot transfer the call or do anything else except release it.

On M7100 telephones, you can answer a second call by pressing . Your active call is put on hold and you are connected to the waiting call. You can have no more than two calls at a time.

Making calls

There are many ways to make a call. Depending on Administration programming and the type of call, these are the ways to make a call:

- Pick up the receiver and dial.
Norstar supports three methods of dialing. See Dialing modes in the section on Customizing your telephone in this chapter and in the Telephone features chapter.
- Pick up the receiver, press a line button, and dial (if the call is not on your prime line).
- Press  and dial (to talk without using the receiver). See Handsfree/Mute in this section for more information.
- Press , press a line button, and dial (to talk without the receiver and if the call is not on your prime line).
- Press a line button and dial (to talk without the receiver and if Automatic Handsfree is assigned to your telephone).
- Use one of the features that make dialing easier.

The features that make dialing easier are described in this section.

Tips

When dialing telephone numbers keep in mind that if there is a 10 second pause between dialing one digit and the next, the call will be cancelled by the system. You must reenter the dialing sequence from the beginning.

Autodial

You can program telephone numbers onto memory buttons for one-touch dialing. See the Telephone features chapter for instructions.

Direct-dial telephone

You can dial a direct-dial telephone with a single digit. The direct-dial telephone is usually in a central location, such as a receptionist's desk. It can be a telephone in your Norstar system, or outside your system in the private or public network. If the direct-dial telephone is in your Norstar system, it also often functions as a prime telephone or central answering position (CAP).

Your system can have up to five direct-dial telephones programmed in Administration.

Tips

The direct-dial digit is programmed by the installer or customer service representative.

You cannot forward calls to a direct-dial telephone that is outside your Norstar system.

External line access code

The external line access code is the number you dial to get an external line. You may need to use an external line access code if your prime line is an internal line and you have no external line buttons. The code connects you to a line pool through your internal line.

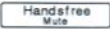
If your prime line is an external line, or if you select an external line on your telephone, you will not need an external line access code.

Your installer or customer service representative assigns the external line access code in Configuration programming.

Handsfree/Mute

Making calls without lifting the receiver

You can make calls without lifting the receiver.

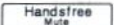
1. If you don't have a prime line assigned to your telephone, press a line button.
2. Press . The telephone's internal microphone and speaker are automatically turned on.
3. Dial your call.
4. Speak normally.

Muting handsfree

You can switch off the telephone microphone so that you can speak privately to someone in your office while you are on a handsfree call.

1. Press . The microphone is turned off.

You can turn the microphone back on again and continue your handsfree call.

1. Press .

Changing a regular call to handsfree

You can turn any regular call into a handsfree call.

1. Press  and hang up the receiver.

Changing a handsfree to a regular call

You can turn a handsfree call into a regular call.

1. Lift the receiver.

Tips

The indicator next to  is solid when you are in handsfree mode. It flashes when you mute the microphone.

In open-concept environments, use the receiver when handsfree communication is not necessary or when you need privacy during a call, or alternatively, use a headset.

Direct your voice toward the telephone. The closer you are to the telephone, the easier it is for the microphone to transmit your voice clearly to your listener.

Wait for your caller to finish speaking before you speak. The microphone and speaker cannot both be on at once. Your caller's voice may be cut off if you both speak at the same time. Noises such as a tapping pencil could be loud enough to turn on your microphone and cut off your caller's speech.

To prevent a possible echo, keep the area around your telephone free of paper and other objects that might screen your microphone. Turning down the microphone's volume (press   ) while speaking) also prevents echo.

Place the telephone so that any unavoidable local noise (such as an air conditioner) is behind it. This limits the amount of disruptive background noise.

A Handsfree/Mute button is assigned to a telephone by the system coordinator in Administration programming.

The Handsfree/Mute feature is not available on M7100 telephones.

Last Number Redial

You can redial the last number you called with a single button. See the Telephone features chapter for instructions.

Line Pool Access Code

A line pool access code is a number you dial to get a line pool. You can have several different line pools for your system, each one giving you access to a different set of external lines. It is one way of sharing lines across telephones in a system.

Your installer or customer service representative programs the line pool access codes.

Saved Number Redial

If there is a number that you dial frequently, you can store it and then dial it using the Saved Number Redial feature. See the Telephone features chapter for instructions.

Speed Dial

You can dial a programmed number using the Speed Dial feature. Speed dial codes 01 to 70 are the same for your whole system, and are programmed by the system coordinator. See the Speed Dial section of the Programming chapter for instructions to program Speed dial codes 01 to 70.

Speed dial codes 71 to 94 are for your personal use. See Speed Dial in the Telephone features chapter for instructions to program and use Speed Dial.

Voice Call

You can call another telephone in your system without making it ring. See the Telephone features chapter for instructions.

Displays

221 busy
PRIORITY LATER

The telephone you have called has no internal lines available. Press LATER to use the Ring Again or Message features or press PRIORITY to make a priority call.

9_
QUIT BKSP

You are dialing using Pre-Dial. To erase an incorrect digit, press the left end of  or BKSP. When the number is complete, select a line or lift the receiver.

95551234
TRANSFER

This prompt remains on your display as long as you are on a call you have dialed. To transfer the call, press TRANSFER.

Already joined

Your telephone is already connected to the telephone you are trying to call. Check your active line buttons, and return to that call.

Calling 221
LATER

Wait for the telephone to be answered, or press LATER to use the Ring Again or Messages features.

Calling 221
PRIORITY LATER

Wait for the telephone to be answered. If no one answers, press LATER to use the Ring Again or Messages features, or press PRIORITY to make a priority call.

Can't ring again

You cannot use Ring Again on your current call. You can only use Ring Again while you have a busy signal on an internal call or line pool request or while an internal call is ringing.

Do not disturb
PRIORITY LATER

The telephone you are calling is in Do Not Disturb mode. Press LATER to use the Ring Again or Messages features, or press PRIORITY to make a priority call.

Expensive route

You have dialed a number, but the least expensive route that the system is programmed to use is busy. Unless you release the call, it will go through on a more expensive route.

Hidden number

The last number you dialed or the number you saved for Saved Number Redial was a speed dial number that displayed a name rather than the number. The number will be dialed correctly, but you cannot see it.

In use: 221

The line you have chosen is in use at another telephone. Use a different line, or wait until the line is free.

Incoming only

You have pressed a button that is used for incoming calls only. Press a line, line pool, or intercom button.

Invalid number

You have entered a number that does not exist.

Line denied

You have attempted to use someone else's private line.

Line in use

The line you have chosen is in use. Try another. If the line remains in use and never seems to clear, it may be hung. See Lines in the System Features section for information on hung lines.

**Line001
TRANSFER**

Enter the digits of the number you want to dial.

No button free

You have tried to make or receive a call when no line button was available.

No last number

You have not dialed an external telephone number since the last power interruption or system reset.

No line selected

Either you have no prime line or your prime line is busy. Select a line manually before dialing.

No number saved

You have tried to save the number of an incoming call. You can only save numbers that you have dialed yourself.

No saved number

You have tried to use Saved Number Redial, but have not first saved a telephone number. The Saved Number Redial memory is empty.

Not in service

You have entered the number of a telephone that is not in service.

On another call
LATER

The telephone you have called is on another call. Press LATER to use the Ring Again or Message features.

Restricted call

The call you are trying to make is not allowed by your Class of Service. Make your call on a line or telephone that is not restricted, or use a Class of Service password to bypass the restriction.

Ring Again?
YES NO EXIT

Press YES to use Ring Again. Press NO to send a message. See Message and Ring Again in the Telephone features chapter.

Select a line

Either you have no prime line, or the prime line is in use, or the line programmed for an autodial number, speed dial number, or Hotline is in use. Select a line and dial again.

Send message?
YES NO

Press YES to send a message. See Messages in the Telephone features chapter.

Your number

You have dialed your own number.

Customizing your telephone

You can change the way a telephone works in several ways. Some of the following features are assigned to telephones in Administration programming; others can be programmed at individual telephones.

Automatic Handsfree

Automatic Handsfree lets you make or answer a call without having to pick up the receiver or press . The telephone's internal microphone and speaker turn on automatically when you press a line or intercom button to make or answer a call.

The system coordinator assigns Automatic Handsfree capability to a telephone in Administration programming.

This feature is not available on M7100 telephones.

Button Inquiry

 * 0

You can check the function of any line, intercom, or memory button on your Norstar telephone.

1. Press  * 0.
2. For all telephones other than the M7100 telephone, press the button you want to know about.
3. Read the display.

Dialing modes

Your Norstar telephone has three dialing modes:

- Automatic Dial lets you dial a number as soon as you press a programmed memory button or dial-pad button. You do not have to select a line, lift the receiver, or press .
- Pre-Dial lets you dial a number first and then select a line. This gives you a chance to check the number and change it if necessary.
- Standard Dial lets you select a line first and then dial a number.

You can change the dialing mode for your telephone at any time. See the Telephone features chapter for instructions.

Display contrast

You can set the contrast level of your telephone display. See the Telephone features chapter for instructions.

Feature programming

Feature * 3

You can program a feature code onto a memory button.

1. Press Feature * 3.
2. For all telephones other than the M7100 telephone, press the memory button you want to program.
3. Enter the feature code you want to program onto the button.

Erasing a programmed feature button

You can erase a memory button.

1. Press Feature * 1.
2. For all telephones other than the M7100 telephone, press the button.
3. Press Hold or OK to erase the button.

Displays

<Feature name>
SHOW OK

The name of the feature assigned to a button is displayed when you press the button.

SHOW appears when there is more information available. Press # or SHOW for additional information.

1234567890123...
VIEW OK

Press # or press VIEW or VIEW to view a number that is too long to fit on the display. Press Hold or OK when you are finished.

Enter code:

If you are checking a speed dial button, enter the two-digit speed dial code that you want to check.

F_
QUIT CLEAR

Enter the feature code, or press Rls or QUIT to quit programming or CLEAR to clear out the numbers you have entered. The system accepts the entry as soon as you enter a valid feature code.

Feature code:
QUIT

Press and enter the feature code you want to program onto the button. You cannot enter invalid codes.

Feature moved

You have programmed a button with a feature that was already programmed onto another button. The feature has moved to the button you just programmed. Its original button is blank.

Hold or release

You cannot program an autodial or feature button while you are on a call.

Press a button
EXIT

Press the button you want to check. Press or EXIT when you are finished.

Program and HOLD

Enter the number you want to program and press . To erase the button, just press .

Program and OK
QUIT OK

Enter the number you want to program and press OK. To erase the button, just press or OK.

Release calls

You have tried to use Button Inquiry while you are on a call or have calls on hold.

Tips

You can enter a feature code by pressing a memory button programmed with that feature code. In some cases, pressing the button a second time cancels the feature.

When you program a button with the line pool feature code, you must enter a line pool access code after the feature code. The programmed line pool button accesses a specific line pool, not the line pool feature.

When you are labeling or replacing a button cap, use Button Inquiry (* 0) so that you don't accidentally activate a feature.

On the M7100 telephone, Button Inquiry shows your internal number, and the function assigned to your single memory button.

Any memory button not programmed as an external or internal line, target line, answer button, or Handsfree/Mute button, is available for programming features. You cannot erase line, incoming line group, intercom, answer, or Handsfree/Mute buttons.

The following feature codes cannot be programmed onto a memory button: Long Tones and any code beginning with ☐ except Language Choice and Contrast Adjustment.

Language choice

You can select one of three languages for your Norstar telephone. See the Telephone features chapter for instructions.

Moving line buttons

You can move external lines to different buttons on your telephone. You can use this feature to arrange your lines in the way that makes the most sense to you. See the Telephone features chapter for instructions.

Pulse or tone dialing

If your external lines use pulse dialing, you can switch temporarily to tone dialing to communicate with devices such as answering machines, to access the features that PBX systems may offer, or to use another Norstar system remotely. (See Using Norstar remotely in this chapter for more information).

1. Press ☐ while on an active line. Once you hang up, your telephone returns to pulse dialing.

User Preferences

User Preferences programming allows you to program memory buttons, speed dial codes and other settings for any Norstar telephone on the system.

For example, an employee may want to have the Do Not Disturb feature programmed onto a memory button or create a speed dial code. Instead of programming from the employee's telephone, you can go into programming on the telephone nearest you to make the change.

Tips

User Preferences programming is accessed by pressing

* * 8 7 3 7 only and cannot be accessed through Administration or Configuration programming.

Using User Preferences

* * 8 7 3 7

1. Press * * U S E R
(* * 8 7 3 7).
2. Enter your System Coordinator password (the default passwords is .

After you enter the proper password, the display will show you the telephone with the lowest internal number followed by its name (for example, 221:Reception).

1. Press to move through all the telephones on the system.
2. Press when you see the telephone you want to change. The display shows the model number of the telephone at the extension.

The display will show **Connect set** if no telephone is connected at that internal number.

You cannot make changes if the model is **Other**.

1. Press to move through all the sub-headings in User Preferences.

Sub-headings in User Preferences

User preferences
Model
Button prgrming
User speed dial
Call log opt'ns
Dialing opt'ns
Language
Display cntrst
Ring type

Changing button programming

1. Press at Button prgrming. The display shows the number of buttons on the telephone (an example is shown in Displays at the end of this section).

If the telephone has a CAP module, you can also press CAP1 to see the buttons on the module.

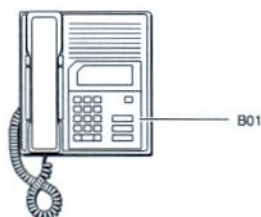
2. Press to move through all the buttons on the telephone.

Use the display buttons to change the programming for a button. You cannot change the buttons that are used by lines, intercom, the handsfree feature, and incoming line groups.

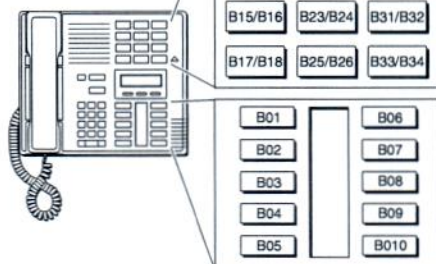
Information about individual displays you may see is described at the end of this section.

Button numbering used with User Preferences programming

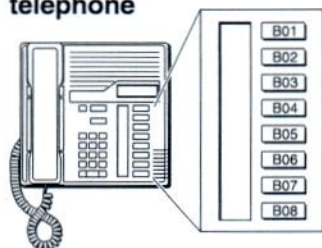
**M7100
telephone**



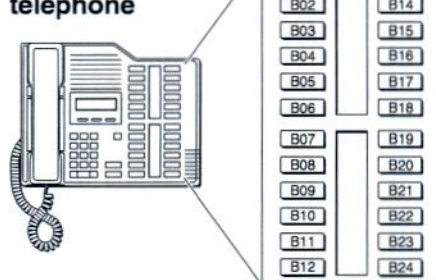
**M7310
telephone**



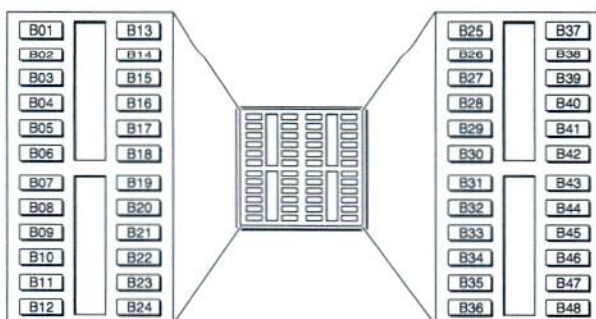
**M7208
telephone**



**M7324
telephone**



CAP module



The display buttons used in button programming

- CANCL** Moves you out of a setting without making any changes to it.
- CLR** Erases the button.
- TEL#** Programs the key as an autodial number for an internal or an external number. If it is an external autodial number, you have to choose a line, line pool, or the routing table for the call to use.
- CHANGE** Used when you are setting up an external autodial number. Press **CHANGE** until you see the type of line or pool you want the number to use.
- FEATR** Press to store a feature code on the button.
- LIST** Takes you to a list of feature codes. Press to move through the list and press **OK** when you see the feature you want to program on the button.

Changing User Speed Dial

1. Press at **User speed dial**. The display shows the number of speed dial codes that are available.
2. Press to see the first speed dial code (71).
3. Press to move through all the speed dial codes.
4. Press at the code you want to change.
5. Press **CHANGE** and enter the telephone number the same way you would dial it on the telephone.
6. Press **OK**.
7. Press and choose the line (or enter a code for a line pool) the speed dial code should use.

Use the line pool code to select a particular line pool for use with Speed Dial. If you select **Use routing tbl**, a line or pool will be chosen by the routing programming according to the initial digits in the number.

The route you choose for a User Speed Dial code must be one that the telephone can use. For example, if the telephone does not have access to Line Pool B and you use that pool code with the speed dial code, the code will not work.

To change a system speed dial code, see the System Speed Dial section in this chapter.

Changing Call Log options

1. Press at Call log opt'ns....
2. Press CHANGE until you see the option you want to use. For Call Log options see the Telephones features chapter.

Changing how calls are dialed

1. Press at Dialing opt'ns....
2. Press CHANGE until you see the option you want to use.

Descriptions for dialing modes are found on the *Telephone Feature Card*, or see the Customizing your telephone section in this chapter.

Changing the language used on the display

1. Press CHANGE at Language: until you see the language you want to use.

For language choices see the Customizing your telephone section in this chapter.

Making the display lighter or darker

1. Press CHANGE at Display cntrst until you see the value you want to use.

The display contrast on the telephone you are using for the programming session does not change when you are programming another telephone.

Changing the telephone's ring

1. At Ring type:, press CHANGE until you see the option you want to use.

Descriptions for ringing options are found on the *Telephone Feature Card* or see the Telephones features chapter.

Displays

10+24 buttons

There are ten memory buttons and twelve dual memory buttons (which provide the functionality of 24 memory buttons) on the telephone you are viewing. Press

Next

to begin looking at what's on each button.

B01:Line 001

A line appears on the button. You cannot store a feature or number on it.

B02:ILG 02

An incoming line group appears on the button. You cannot store a feature or number on it.

**B03:Reply Msg...
CLR TEL# FEATR**

A feature is stored on this button. Press **Show** to see the feature code. A full list of names and codes for features is included in the index.

**Code:F#65...
CLR TEL# FEATR**

Shows the feature code stored on a button. Press **Show** to see the button number and feature name.

**B04:160455512...
CLR TEL# FEATR**

The button has a telephone number stored on it. Press **Show** to see the rest of the number.

**Externl tel #...
CLR TEL# FEATR**

The autodial is an external number. Press **Show** to see what line or pool the call is programmed to go out on.

**Internl tel #...
CLR TEL# FEATR**

The autodial is an internal number. Press **Show** to see more information.

B05:Intercom...

The button is used for intercom. Press **Show** to see more information about the button. You cannot store a feature or number on it.

B06:Answer 93

The button is used for an Answer DN. You cannot store a feature or number on it.

**B07:Blank button
CLR TEL# FEATR**

Either nothing is stored on the button or you have just cleared the button by pressing **CLR**.

B10:Handsfree

The button is occupied by the Handsfree feature. You cannot store a feature or number on it.

Special telephones

You can assign several special functions to the telephones in your Norstar system. Except where noted, you do not need special hardware. A special function is assigned to a telephone either by your installer or customer service representative or by the system coordinator.

Alarm telephone

An alarm telephone displays Norstar's system alarm codes, should they occur. It is a Norstar telephone with a two-line display (M7310 or M7324 telephones) that the installer or customer service representative has assigned as an alarm telephone.

If an alarm message appears on the alarm telephone's display, follow these instructions:

1. Record the alarm number.
2. Press TIME and record the time displayed.
3. Call your installer or customer service representative and report the alarm code.
4. After speaking to your installer or customer service representative, press CLEAR.

Displays

Alarm: 61-4-2
TIME CLEAR

Report this alarm and the time it occurred to your installer or customer service representative.

Central answering position

A central answering position (CAP) is a Norstar M7324 telephone that your installer or customer service representative programmed as a CAP. There can be from one to five CAPs in a Norstar system. It is best if the CAP is also the prime telephone and direct-dial telephone for the lines and telephones it serves.

You can connect one or two Norstar CAP modules to the CAP to increase the number of lines it can handle to 120.

The CAP module displays the busy and not busy status of the telephones in your system by using the triangular indicators beside internal autodial buttons.

You can send up to 30 messages from a CAP.

For more information, see the *Norstar Central Answering Position User Card*.

Control telephone

The control telephone lets you place the telephones and external lines for which it has responsibility into and out of service modes. You must have a control telephone to use Service Modes. See Service Modes in the Telephone features chapter.

Direct-dial telephone

You can dial a direct-dial telephone with a single digit. The direct-dial telephone is usually in a central location, such as a receptionist's desk. It is usually a prime telephone and a central answering position (CAP).

There can be up to five direct-dial telephones inside and outside your system, but each telephone in the system can reach just one direct-dial telephone. There is a single direct-dial digit for the whole system that lets each telephone call its assigned direct-dial telephone.

Each direct-dial telephone can send up to 30 messages and can invoke service modes to activate the extra-dial telephone.

Your installer or customer service representative sets up direct-dial telephones. The system coordinator assigns telephones to direct-dial telephones in Administration programming.

Emergency telephone

The emergency telephone is a single-line telephone (not a Norstar telephone) that functions independently of the Norstar system. You can use the emergency telephone when your Norstar system is not working. If there is a power-failure, or a system error that disables telephone service, the emergency telephone provides basic telephone service on an external line.

The emergency telephone is usually located near the Integrated Communication System (ICS). Each ICS can have two emergency telephones; each Trunk Module can have one additional emergency telephone.

Depending on your hardware, your system may not support emergency telephones. See your customer service representative for information.

Extra-dial telephone

In Service Mode's Ringing service, a second telephone can be assigned to ring on calls made to a direct-dial telephone. There may be one extra-dial telephone for each service mode. The system coordinator programs Service Modes in Administration programming.

Hotline telephone

You can call a programmed internal or external telephone number simply by picking up the receiver of the hotline telephone (or by pressing ).

Put a notice by the hotline telephone to let people know which number will be dialed when they lift the receiver.

If the hotline telephone is set up to dial an external number using the prime line, there must be an external prime line assigned to the telephone. If not, the hotline call will fail.

The system coordinator uses Administration programming to set up the hotline telephone, the telephone number it dials, and the line on which that number is dialed.

Bypassing a Hotline

Press a line button, or use the Pre-Dial or Automatic Dial feature before you pick up the receiver or press  on a hotline telephone. See the section on Customizing your telephone for more information on Pre-Dial and Automatic Dial.

Displays

Line in use

The line assigned to the Hotline is in use. Make the call using normal methods or wait until the Hotline line is free.

No free lines

The Hotline has been set up to dial an external number on a prime line but the hotline telephone has an internal prime line and no access to line pools. Either the line pool assigned to the telephone is busy, or the telephone does not have access to a line pool. This must be corrected in Configuration and Administration programming.

No line selected

The Hotline has been set up to dial an external number on a prime line but the hotline telephone does not have a prime line. This must be corrected in Configuration or Administration programming.

Prime telephone

Each line in a Norstar system can be assigned a prime telephone. Calls not answered at their normal destinations are transferred to the prime telephone. The prime telephone is usually the receptionist's telephone. The installer or customer service representative programs a prime telephone for a line.

See the section on Answering the telephone for the displays that may occur at a prime telephone.

System features

The following features are available for the entire Norstar system.

Accidental Disconnect Protection

If you accidentally drop the receiver back into the telephone cradle while answering a call, you can quickly retrieve the call.

1. Pick up the receiver again or press . You are reconnected to your call.

Automatic Telephone Relocation

If Automatic telephone relocation is enabled in Configuration programming by your installer or customer service representative, you can move your telephone from one Norstar jack to another without it losing any of its custom programming.

Class of Service

You can use the Class of Service feature to change the dialing filters that normally apply to a specific telephone and its lines. Each person in the Norstar system can be assigned a different Class of Service password by the system coordinator.

When you enter a Class of Service password at a telephone or on a line, you override the filters that normally apply, with the filters assigned to your Class of Service password. See the Telephone features chapter for instructions.

See Using Norstar remotely in this chapter for information on Class of Service and using Norstar from outside your office.

Disconnect supervision

When Disconnect Supervision is assigned to a line, the Norstar system monitors it to detect if an external caller hangs up. This allows the system to release the line for other uses. Your installer or customer service representative assigns disconnect supervision to loop start lines. E&M and DID trunks are always supervised.

Hung lines

A line that has been redirected using Line Redirection may remain busy after a call is over. If this happens, the outgoing line for the redirection will also remain busy. These are hung lines and you must clear them.

The only real indication of a hung line is a line indicator that has been solid for a long time. However, the solid line indicator may also indicate a genuine call in progress. Make reasonably sure that the line is indeed hung before clearing it or you may cut off a real conversation.

You can clear a hung line only at the telephone that was used to redirect the line.

1. Press * at the telephone that was used to redirect the line.
2. Press the button of the redirected line.
3. Press or SHOW.
4. Press or DROP. The hung line is cleared.

Clearing the redirected line clears the outgoing line for the redirection as well.

Internal numbers

Each telephone in the Norstar system has its own internal number. The length of internal numbers in your system may be from 2 to 7 digits for a non-expanded system, or 3 to 7 digits for an expanded system. All numbers in your system are the same length. Your installer or customer service representative sets the length of internal numbers (also called the DN length).

To find out your internal number, use the Button Inquiry feature (*) on an intercom button. On the M7100 telephone, Button Inquiry shows your internal number followed by the function assigned to your single-memory button.

Line assignment

Any of the lines in your system may be assigned to any of your telephones. Your installer or customer service representative assigns lines to telephones in Configuration programming.

Lines can be assigned to appear only, appear and ring, or to ring only.

Usually, only the lines that are appropriate for a particular person appear at that person's telephone. When a line is assigned to a telephone it is automatically given a line button on that telephone, if a button is available. The M7100 telephone has no line buttons for its lines.

Calls on lines that ring but do not appear at a telephone are presented at an intercom button.

You may be able to answer a call on a line that does not appear or ring at your telephone. To pick up such a call, use Call Pickup, Call Park, or Trunk Answer. See the Telephone features chapter for details.

A telephone may have buttons assigned for lines 1 to 3, but have only lines 1 and 2 programmed to also ring. An incoming call on any of the three lines causes a line button indicator to flash, and the telephone can be used to answer the call. This is especially useful for people who monitor other telephone lines, but want only their own lines to actually ring.

Line pools

A line pool allows each telephone access to external lines from a group (or "pool") of external lines. You can access such lines by pressing an intercom button and entering a line pool access code or by pressing a memory button programmed with the line pool feature code and a line pool access code.

Incoming line groups

Lines can be assigned to an incoming line group to provide line concentration for incoming calls. You can then assign the incoming line group to appear at a telephone rather than each individual line. This frees up memory buttons for programming features or autodial numbers.

You can assign the same incoming line group to several telephones.

You answer calls on an incoming line group in the same way as you answer calls on a line.

Overflow call routing

If a call comes in for a target line that is busy, Norstar routes the call to the prime telephone for that target line. If there is no prime telephone assigned to the target line or if a call cannot be directed to a target line, the call goes to the prime telephone for the external line used. A service mode must be active for overflow routing to be in effect. Overflow routing is not available in normal mode.

Prime line

Your telephone can be programmed to select an internal or external line or a line pool automatically whenever you lift the receiver or press . This is your prime line.

Private lines

A private line is exclusive to a particular telephone. Calls that are put on hold or left unanswered on a private line cannot be picked up at any telephone except the prime telephone.

System Speed Dial

Speed dial codes 01 to 70 are the same for the entire system. See System Speed Dial in the Programming chapter for details.

Target line

A target line is used to route a call directly to a particular telephone or group of telephones. Target lines are only used for incoming calls on E&M or DID lines. A single E&M or DID line may provide connections to several different target lines. This allows each person or department in the office to have their own number without having a separate external line for each number.

The maximum number of target lines available in the fully expanded XC system is 192, and 120 on a DR 1.1 system.

Set Lock

Set (telephone) Lock limits the ways in which you can customize your telephone. There are three levels of Set Lock: Full, Partial, and None.

Full Set Lock lets you change the contrast of your telephone's display, your ring type, ring volume, speaker volume, and use Button Inquiry.

Partial Set Lock allows you to forward your calls, turn on Do Not Disturb and Service Modes, and use the Background Music, Send Message, Ring Again, Privacy, and Trunk Answer features.

None (No Set Lock) allows you to access all features that are programmed for your telephone.

The system coordinator assigns Set Lock to each telephone in Administration programming.

Set Lock does not affect call handling features.

Using Norstar remotely

You can use the lines, and some of the features, of a Norstar system from outside that system. You can do this over the public telephone network when you are away from the office, or you can call from another system, over a private network.

Remote users can access Norstar lines, line pools and the Page feature. The exact facilities available to you through remote access vary depending on how your system is set up.

Examples

A sales representative who spends a great deal of time on the road needs to make long distance calls to the European office. Your Norstar system has a leased line to Europe with reduced transatlantic charges. You provide that sales representative with a Class of Service password that gives access to the transatlantic line. The sales representative can then telephone into the Norstar system from a hotel, enter their Class of Service password, and use the leased transatlantic line to make calls.

The manager of one of your branch offices also needs to talk to the European office. They use a private network line between the branch office and the head office to access the head office's Norstar system and use its transatlantic lines.

Accessing Norstar remotely over the public network

You can use Norstar remotely over the public telephone network.

1. Dial the Norstar system's remote access number.
2. If you hear a stuttered dial tone, enter a COS password.
3. Wait for the system dial tone.

Accessing Norstar over a private network

You can access Norstar remotely using a private network line.

1. Select the private network line or the line pool that contains private network lines.
2. Dial the remote access number, if needed.
3. If you hear a stuttered dial tone, enter a COS password.
4. Wait for system dial tone.

Using Norstar remotely

Once connected to a remote Norstar system you can do any one of the following:

- Enter the DISA internal number followed by a COS password to change your Class of Service.
- Dial the number of someone on the remote Norstar system.
- Dial a line pool access code and make an external call.
- Dial a Destination code.
- Enter a Page feature code (60 through 63). Use instead of when entering the feature codes. See Page in the Telephone features chapter.

Tones

You may hear some of the following tones while accessing Norstar remotely.

Busy tone

You have done one of the following:

- Dialed a busy number on the Norstar system. Your call will be disconnected after five seconds.
- Dialed a busy line pool access code. You will hear system dial tone again after 5 seconds.

Norstar system dial tone

You may:

- Enter the DISA internal number followed by a COS password to change your Class of Service.
- Dial the number of someone on the remote Norstar system.
- Dial a line pool access code and make an external call.
- Dial a Destination code.
- Enter a Page feature code (60 through 63) using instead of .

Fast busy tone

You have done one of the following:

- Entered an incorrect COS password. Your call will be disconnected after five seconds.
- Taken too long while entering a COS password. Your call will be disconnected after five seconds.
- Tried to use a line pool or feature not permitted by your Class of Service. You will hear system dial tone again after five seconds.
- Dialed a number in the Norstar system which does not exist. Your call will be disconnected after five seconds.

Stuttered dial tone

Enter your COS password.

Controlling access to your Norstar system

It is important that you maintain the security of your Norstar system by limiting access to authorized users and limiting those users to just those features they need.



Remote users can make long distance calls

Remember that a remote user can make long distance calls that will be charged to your company and can make page announcements in your office.

Direct Inward System Access

You can control access to your Norstar system with Direct Inward System Access (DISA). If your installer or customer service representative programs the line used for remote access to automatically answer a call and wait for a DISA internal number, callers will hear a stuttered dial tone and must enter a Class of Service password before they are allowed into the system. Access to your Norstar system from the public telephone network should always be controlled with DISA.

If you are setting up access to your system from another Norstar system over a private network, you may not need DISA. If your installer or customer service representative programs your E&M line to automatically answer a call (without DISA,) callers from remote Norstar systems will receive system dial tone immediately. Callers can still dial the DISA internal number and enter a Class of Service password at this point.

Class of Service

To control which feature a remote user can access, you can assign a remote filter and remote package to the line used for remote access. The remote filter restricts the numbers that can be dialed on the line; the remote package restricts the use of line pools and the Page feature. To change the restrictions for the line, the user can enter their Class of Service password when the system answers with DISA or can dial the DISA internal number and enter their Class of Service password.

Maintaining security

To maintain the security of your system, the following practices are recommended:

- Warn anyone to whom you give the remote access number to keep it confidential.
- Change Class of Service passwords often.
- Warn anyone to whom you give a Class of Service password to remember it and not to write it down.
- Remove the Class of Service password of anyone who leaves your company.

Tips

To use the system remotely, you must use a telephone with tone dialing to call the system.

Remote access is possible only on DID lines, and E&M and loop start lines that your installer or customer service representative programs to auto-answer calls.

If the loop start line used for remote access is not supervised, auto-answer will not function and the caller will hear ringing instead of a stuttered tone or the system dial tone.

To use features on a remote Norstar system, press followed by the feature code. Even if you are calling from a Norstar system, press instead of .

In certain situations, you may experience lower volume levels when using Norstar remotely.

Telephone features

To use a Norstar feature, enter the feature code and watch your telephone display for instructions. Different displays come up at different times, depending on how you invoke the feature and on the choices you make while using the feature. If you want more information about a display, look it up in the Displays section of each feature listing. The displays shown in this book use a three-digit internal number, which is the default for an expanded system. (A non-expanded system has a 2-digit internal number default.)

Features may work differently when you are using Companion portable telephones. See the *Norstar-Companion MICS-XC 1.1 System Coordinator Guide* for more information.

One-line and two-line displays

All Norstar telephones have displays that give you information about your calls and guide you through Norstar features. The M7100 and M7208 telephones have a one-line display. The M7310 and M7324 telephones have a two-line display.

The second line of a two-line display shows the functions of the three buttons directly below it. If you have a telephone with a two-line display, you can use these display buttons.

Some display buttons, such as TRANSFER and ALL, are simply shortcuts. If you have a telephone with a one-line display, these shortcuts are not available.

Other display buttons, such as OK and SHOW, perform essential functions. If your telephone has a one-line display, you can use the following buttons instead of these display buttons:

<u>OK</u>	Hold	<u>CANCEL</u>	#
<u>QUIT</u>	Rls	<u>VIEW</u>	#
<u>ADD</u>	*/	<u>OVERRIDE</u>	#
<u>SHOW</u>	#	<u>BKSP</u>	<input text"="" type="text" value="⏮️ <input type="/> ⏭️"/>

All displays listed in this book are shown as they appear on the two-line display. If you are using a telephone with a one-line display, ignore both the second line of the display shown in this book, and the instructions for using display buttons.

Common feature displays

You may see the following displays when you use a feature.

Access denied

Someone is using Configuration or Administration programming. You cannot use programming features. Try again later.

Denied in admin

You have tried to use a feature, but you have not been given access to it in Administration programming. See your system coordinator.

Feature timeout

You have taken more than 15 seconds to press a button in response to a display.

Inactive feature

You have entered a feature code that is used by an application program that your system does not have.

Invalid code

You have entered an invalid feature code.

Not available

You have tried to use a feature that is not available in the present setup of your Norstar system.

Set locked

You cannot use the feature you have chosen because your telephone is locked in Administration programming. See Set lock in the Telephone basics chapter.

One button access

You can program most Norstar feature codes onto telephone memory buttons so that you can use the feature by pressing a single button. Whenever the instructions tell you to enter a feature code, you can do so by pressing a memory button programmed with the feature code. See the procedures in the Telephone basics chapter.

Canceling a feature

Some features change the way your telephone works. To make your telephone work normally again, you must cancel the feature. To cancel a feature, press , then and the feature code. For example, to cancel Call Forward (), press .

If a feature code is programmed onto a memory button, you may be able to cancel the feature by pressing the memory button again, while the feature is active.

If you change your mind in the middle of using a feature, you can back out by pressing or . Be aware that pressing disconnects any active call.

M7100 telephone

Because the M7100 telephone does not have any line buttons it sometimes works slightly differently from other Norstar telephones. Where other telephones may require you to select a line button to answer a call, on the M7100 telephone you simply pick up the receiver. Where other telephones require you to select a line button to take a call off hold, you press on the M7100 telephone. The M7100 telephone cannot have a button. You will find special instructions for the M7100 telephone in the Tips section of some feature descriptions.

What you can do with the features

The telephone features help you with your daily business communications. You can use a variety of features to accomplish a task. For detailed information on how to use a particular feature go to the corresponding section in this chapter.

Answer a call

- Call Information
- Call Pickup
- Conference
- Group Listening
- Handsfree/Mute
- Privacy

Change your telephone defaults

- Button Inquiry
- Contrast Adjustment
- Class of Service
- Dialing modes
- Do Not Disturb
- Feature programming
- Language choice
- Moving line buttons
- Privacy
- Ring type
- Ring volume

Check the length of a call

- Call Duration Timer
- Time

Communicate within your office

- Page
- Priority call
- Ring Again
- Voice call

Handle many calls at once

- Call Queuing
- Hold

Have your calls answered at another telephone

- Call Forward
- Line Redirection
- Service Modes

Log your incoming calls

- Call Log

Make calls quickly without having to dial the whole number

- Autodial
- Last Number Redial
- Messages
- Speed Dial
- Saved Number Redial

Make calls to numbers outside your Norstar system

- Dialing
- Host system signaling
- Line pools
- Transfer

Autodial

You can program memory buttons for one-touch dialing of internal or external telephone numbers.

Programming an external autodial button

1. Press * .
2. Select the button you want to program. This is not necessary for the M7100 telephone.
3. If you want to include a line selection for this number, press the line or intercom button. To select a line pool, press a programmed line pool button, or press and enter a line pool access code. For the M7100 telephone, you can select a line only.
4. Enter the number.
5. Press or OK.

Programming an internal autodial button

1. Press * .
2. Select the button you want to program. This is not necessary for the M7100 telephone.
3. Enter the number.

Displays

987_
QUIT BKSP OK

Continue to enter digits until the number is complete. Press or BKSP to erase an incorrect digit. Press or OK when you are finished.

Access denied

Someone is programming the system. Wait five minutes and try again.

Autodial full

The memory allotted to autodial numbers in your Norstar system is full.

Button erased

While programming External Autodial, you pressed or OK before entering any digits. This erases the button.

Enter digits
QUIT OK

Enter the number you wish to program exactly as you would if you were dialing it yourself.

Hidden number

The last number you dialed was hidden.

Hold or release

You cannot program an autodial button while you are on a call. Finish your call or place it on hold before programming an autodial button.

Incoming only

You have selected a target line or an incoming line group. These lines are used for incoming calls only. Choose another line.

Intercom #: _
QUIT

Enter the internal telephone number you wish to program.

Invalid number

You are programming an internal autodial button, and have entered a number that is not an internal number on your system. Enter a valid internal number. If the number you are entering is a destination code, use external autodial.

Press a button
QUIT

Press the memory button you want to program.

Program and HOLD

Enter the number you want to program onto the button, then press .

Program and OK
QUIT OK

Enter the number you want to program onto the button, then press or OK. You may include a line or line pool selection in an autodial sequence by selecting the line before entering any digits.

Programmed

The number is stored on the button.

Tips

If the power to your Norstar system is off for more than three days, autodial numbers may be lost from the memory.

Autodial numbers must be programmed onto memory buttons. They can not be programmed onto line, incoming line group, answer or Handsfree/Mute buttons.

You can program host system signaling codes as part of a number on an external autodial button. See the Host system signaling section in this chapter.

If you do not include a line selection in an autodial number, the call will use your prime line, if you have one. If you select a line before pressing the autodial button, any line selection programmed onto the autodial button is ignored.

When programming an autodial number to use a line pool, use and the line pool access code, or a programmed line pool button.

To program a destination code on an autodial button, use external autodial, press to specify the line you want to use, then enter the destination code as the number to dial.

You can copy the telephone number from a Last Number Redial button or Saved Number Redial button onto an autodial button. Simply enter the Last Number Redial feature code or Saved Number Redial feature code when the Autodial feature asks you to enter a number.

You cannot program an autodial button using Last Number Redial if the last number dialed was a speed dial number that was programmed to display a name and not the number.

If you press as the line for an external autodial number, you must include a valid line pool access code or a destination code. If line pool access codes or destination codes are changed, autodial numbers based on them will no longer function correctly.

Background Music

 Feature 8 6

Listening to music

You can listen to music through your telephone speaker.

1. Press Feature 8 6.

The music stops automatically if you make or answer a call.

Your installer or service representative makes this feature available to all telephones in Configuration programming. You will need to supply a music source, such as a radio, attached to your ICS.



License needed for radio or TV broadcasts

In accordance with U.S. copyright law, a license may be required from the American Society of Composers, Authors and Publishers or a similar organization if radio or TV broadcasts are transmitted through the Background Music feature of this telecommunication system.

Northern Telecom Inc. hereby disclaims any liability arising out of the failure to obtain such a license.

Canceling Background Music

 Feature # 8 6

You can stop the background music.

1. Press Feature # 8 6.

Displays

Music OFF

The Background Music feature is off.

Music ON

The Background Music feature is on.

Button Inquiry

Feature

*

0

You can check the function of any line, intercom, or programmed button on your Norstar telephone.

1. Press

Feature

*

0

.
2. For all telephones other than the M7100 telephone, press the button you want to know about.
3. Read the display.

Displays

```
001 <LINENAME>
      SHOW      OK
```

You have used Button Inquiry on a line button. The display shows the number and name of the line. Press SHOW to view the redirection status of the line.

```
123456789012345...
      VIEW→     OK
```

Press

#

 or press VIEW→ or ←VIEW to view a number that is too long to fit on the display. Press

Hold

 or OK when you are done.

```
221 <SETNAME>
NEXT  VIEW→
```

You have used Button Inquiry on an intercom button. The display shows the directory number of the telephone, and the assigned name. Press NEXT to see the first line assigned to ring at the intercom button.

```
<Feature name>
      SHOW      OK
```

The name of the feature assigned to a button is displayed when you press the button. SHOW appears when there is more information available. Press

#

 or SHOW for additional information.

```
Press a button
EXIT
```

Press the button you want to check. Press

Feature

 or EXIT when you are finished.

```
Release calls
```

You have tried to use Button Inquiry while you were on a call or had calls on hold.

Tips

On the M7100 telephone, Button Inquiry shows your internal number followed by the function assigned to your single memory button.

When you are labeling or replacing a button cap, use Button Inquiry so that you won't accidentally activate a feature.

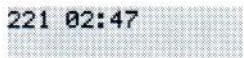
Call Duration Timer

Feature 7 7

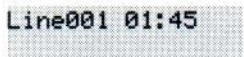
You can see how long you spent on your last call or how long you have been on your present call.

1. Press Feature 7 7 .
2. Read the display.

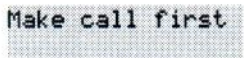
Displays

221 02:47

The display shows the last call you made, or the current call, and the total elapsed time in minutes and seconds.

Line001 01:45

You parked your last call. The display shows the length of time the call was parked.

Make call first

You have not made a call since your telephone's clock was last reset.

Call Forward

Feature 4

Forwarding your calls

You can have all your calls forwarded to another telephone in the Norstar system.

1. Press Feature 4 .
2. Enter the number of the internal telephone that you want your calls forwarded to.

Forwarding remains in effect until you enter the Cancel Call Forward feature code.

Canceling Call Forward

Feature # 4

You can start to receive your calls again.

1. Press Feature # 4 .

Call Forward on Busy

Call Forward on Busy redirects calls to another telephone when you are busy with a call. The system coordinator sets up Call Forward on Busy in Administration programming.

Call Forward (No Answer)

Call Forward (No Answer) forwards unanswered calls to another telephone. The system coordinator sets up Call Forward (No Answer) in Administration programming.

Overriding Call Forward

You can call someone who has their calls forwarded to you.

1. Dial that person's number. Your call rings at that person's telephone even though they are forwarding their calls to you.

Displays

Forward denied

You cannot forward calls to the number you have chosen. There are several reasons why this can happen. For instance, you cannot forward your calls to a telephone that has been forwarded to your telephone.

Forward to:

Dial the internal number of the telephone that you want your calls to be forwarded to.

Forward>221**CANCEL**

Your calls are being forwarded to telephone 221. Press **Feature** **#** **4** or **CANCEL** when you want to stop forwarding your calls.

Not in service

Two or more telephones are linked in a forwarding chain, and one of them is out of service or is being used for programming.

Tips

When a call is forwarded, it does not ring but its line indicator still flashes on your telephone. You can answer the call by pressing the button next to the flashing indicator.

If the telephone to which you forwarded your calls does not have the same external lines as your telephone, the forwarded calls appear on intercom buttons.

Telephones that have Call Forward on Busy active can still receive priority calls.

Call Forward on Busy does not forward camped calls.

When Call Forward is active, all calls go to the call forward destination, regardless of the Call Forward on Busy and Call Forward no Answer settings.

You can use the Do Not Disturb feature to forward your calls to the prime telephone.

Note the differences between Line Redirection and Call Forward. Call Forward forwards all calls that arrive at a particular telephone to another telephone within the Norstar system. Line redirection redirects only the lines you specify, no matter which telephones they appear on, to a telephone outside the Norstar system.

If you are one of a group of people who regularly forward their calls to one another, be aware that it is possible to set up forward loops where a call is forwarded from one telephone to another in a circle, and is never answered anywhere.

Calls that are redirected by Line Redirection are not affected by any of the Call Forward features.

Call Information

Feature 8 1 1

Call Information lets you display information about incoming calls. This information is more detailed than the Call Display information you automatically receive. See Answering the telephone in this chapter for details. For external calls, you can display the caller's name, telephone number, and the line name. For an internal call, you can display the caller's name and their internal number. You can obtain information from ringing, answered, or held calls.

Names and numbers for external calls are displayed only if you have subscribed to Call Display services from your telephone company.

Displaying Call Information before or after answering

To find out who is calling or to display information about your current call:

1. Press **Feature** **8** **1** **1**. For an internal call, the caller's name and the internal number are displayed.

For an external call, Call Display information is displayed according to how this feature is programmed in Administration programming.

2. Press **#** or **VIEW** to display more information about an external call.

Displaying Call Information for a call on hold

To obtain information about your held call:

1. Press **Feature** **8** **1** **1**. The display reads ► Select a call.
2. Select the line on hold. If the call is an internal call, the caller's name and internal number are displayed. If the call is an external call, the caller's information is displayed.
3. Press **#** or **VIEW** to display more information about an external call.

Displays

▶5551234
EXIT VIEW

You are on an active call with a caller at 555-1234.

▶55551234
EXIT VIEW

You are on an active long distance call with a caller at 555-1234.

Tips

Call Display information becomes available between the first and second ring of an alerting call. If you answer before the Call Display information is available on your display, and you press

Feature , you will only see the line number or line name.

Call Log displays the same information as Call information, along with the date and time of the call, and the number of times the caller called.

If your telephone automatically displays Call Display information for a call, you still need to press Feature before you can press or VIEW to display more information about the call.

Call information is available for calls even if they have been transferred, forwarded or rerouted in some way.

Call Log

Call Log creates a list of records of incoming external calls. The log could contain the following information for each call:

- sequence number in the Call Log
- name and number of the caller
- indication if the call was long distance
- indication if the call was answered (and identification of who answered it)
- time and date of the call
- number of repeated calls from the same source
- name of the line that the call came in on

Call Log can help you to:

- keep track of abandoned or unanswered calls
- track patterns for your callers (for example volume of calls and geographical location of calls)
- record caller information quickly and accurately
- build a personal telephone directory from log items

Log space is assigned to each telephone. Since a log can become full, Call Log has an Autobump feature that can automatically delete an old log item when a new call is logged.

Names and numbers for external callers are displayed only if you have subscribed to Call Display services from your local telephone company.

Call Log options

Feature * 8 4

You can select the type of calls that will be stored in your Call Log.

1. Press Feature * 8 4 . The display shows the current option.
2. Press # or NEXT to change the option.
3. Press Feature or OK to select the display option.

Logging a call manually

Feature

If your calls are not automatically logged, Logit lets you manually log call information when you are connected to an external call. Being able to store information for your current call can be helpful in many situations. For example, you may want to:

- record a caller's information without using paper and pencil
- record only selected calls that you personally choose, as opposed to using Call Log automatically
- quickly record caller information before a caller hangs up

To manually log an external call:

1. Press Feature .

Deleting old Log items

Feature

Your log has a set number of items that it can hold. When it becomes full, new calls cannot be logged. When your log is full, Autobumping automatically deletes your oldest call log item when a new call is logged.

To enable autobumping:

1. Press Feature .

To disable autobumping:

1. Press Feature .

Viewing your Call Log

Feature

You can view the information stored in your Call Log. To view your log:

1. Press Feature . The display shows the number or previously read items (Old) and the number of new, unread items (New) in the log.
2. Press or OLD to view old items; press or NEW to view new items.
3. Press or RESUME to display the last item you viewed, the last time you viewed your Call Log.

Viewing a Call Log item

To view the information for a call log item:

1. Press   or MORE.

Erasing Log items

You should routinely erase log items that you've read, to make space for new items in your log.

1. Display the item you want to erase.
2. Press  or ERASE.
3. Press  to exit.

If you accidentally erase an item, you can retrieve it.

1. Press  or UNDO immediately after accidentally erasing an item.
2. Press  to exit.

Calling from Call Log

You may find it helpful to place calls from within your Call Log. The number stored for each call may vary depending on the type of call. For example, if the call was placed from a Centrex or PBX system, the first few numbers may need to be "trimmed" before you can make the call. If the number that you want to call is long distance or if you want to use a line pool, you may need to add numbers.

To place a call:

1. Display the log item for the call you want to place.
2. Display the associated telephone number.
3. Press   or TRIM, once for every digit that you want to remove.
4. Dial any extra digits required.
5. Press an external line or line pool button.
6. Lift the receiver. (This is not necessary if Handsfree is programmed at your telephone.) The displayed number is dialed.

Call Log password

You have the option of accessing your Call Log through a password. If you forget your password, there is a facility in Administration programming to clear it. You can then enter a new password from your telephone.

To assign a password to your Call Log:

1. Press **Feature** ***** **8** **5**. The display reads **New Password:**.
2. Enter your four-digit password. The display reads **Repeat New:**.
3. Re-enter your four-digit password. The display reads **Password changed**, which confirms that your password has been assigned.

To change your Call Log password:

1. Press **Feature** ***** **8** **5**. The display reads **Old Password:**.
2. Enter your old password. The display reads **New Password:**.
3. Enter your new four-digit password. The display reads **Repeat New:**.
4. Re-enter your password. The display reads **Password changed**, which confirms that your password has been changed.

After assigning a password to your Call Log, you may later decide that you do not want to use a password at all. To delete an assigned password:

1. Press **Feature** ***** **8** **5**. The display reads **Old Password:**.
2. Enter your old password. The display reads **New Password:**.
3. Press **Hold** or **OK**. The display reads **No Pswd assigned**, which confirms that your password has been deleted.

To enter Call Log using your password:

1. Press **Feature** **8** **1** **2** to enter Call Log. If you have programmed a password, the display reads **Password:**.
2. Enter your four-digit password.

Displays

1:Unknown call

The caller's name and number are unknown.

1:Unknown name

The caller's name is unavailable.

1:Unknown number

The caller's number is unavailable.

12:KATE SMITH
NEXT ERASE MORE

_ indicates a new item.

12)KATE SMITH
NEXT ERASE MORE

) indicates that the call was answered.

12\$KATE SMITH
NEXT ERASE MORE

\$ indicates a long distance call.

49/1234567890123
NEXT ERASE MORE

/ indicates that there is more information for a call. Press   or MORE to display the remaining information.

Autobumping OFF

The Autobumping feature is disabled.

Autobumping ON

The Autobumping feature is enabled.

Call for you

There is one new item in the Call Log.

Call logged

The call was successfully logged with Logit.

Call(s) bumped

One or more log entries have been deleted by the Autobumping feature.

Calls for you

There are two or more new items in the Call Log.

Hold or release

Hold or release your active call before entering Call Log.

In use: SETNAME

The external line is in use.

Item erased

The item was erased from the Call Log.

Jan 4 9:00a 3X
NEXT ERASE MORE

The repeat call counter, shown along with time and date, indicates the number of calls you have received from the same caller.

Line001 227
NEXT ERASE MORE

This call was answered at another telephone (227).

Line001 Logit
NEXT ERASE MORE

This call was manually logged.

Line001
NEXT ERASE MORE

This call was not answered.

Log is empty

Your Call Log is empty.

Log is full

Your log is full. No additional calls can be logged until you either turn Autobumping on, or delete some items in your log.

Messages & Calls
MSG CALLS

There are one or more items in your message waiting list, and there are one or more new items in your Call Log.

New calls begin

You have viewed your last old item and will now view your new log items.

No free lines

All lines in the pool are in use.

No info to log

No information is available for the call.

No log assigned

No log space has been assigned to the telephone.

No new items

There are no new calls in the Call Log.

No old items

There are no old or viewed items in the Call Log.

No resume item

The resume item is no longer in the Call Log due to Autobumping, repeat call update, or log reallocation.

Private name

The caller's name is private.

Private number

The caller's number is private.

Release calls

Release your active call before entering Call Log.

Tips

You may want to use the overlay, which is provided in the *Call Log Feature Card*. This card is available in a separately ordered Call Display Button Cap Kit. Contact your service representative for information.

The long distance indicator, as well as the caller's name and number, may not be shown in the log, depending on the Call Services provided by your local telephone company.

For tips on programming Call Logs, see the Call Display Information section in the Telephone basics chapter.

Call Information displays but does not store the same information as Call Log.

**Call Log information may be lost**

If the Norstar system suffers a power-failure or the system is manually restarted, Call Log information is not saved. Notify users if a system restart is planned so any log information can be written down first.

Call Park

Feature 7 4

Parking a call

You can suspend a call so that it can be retrieved from any telephone in your system.

1. Press Feature 7 4.
2. Use the Page feature to announce the retrieval code displayed by your telephone.

Retrieving a parked call

1. Select an internal line. (On the M7100 telephone, pick up the receiver.)
2. Dial the Call Park retrieval code.

Displays

Already parked

The person you were talking to has already parked your call. You cannot park the same call.

Get call first

You have attempted to use Call Park with no active call on your telephone. If the call you wish to park is on hold, reconnect to it before you park it.

Invalid number

You have entered an invalid retrieval code.

No call on: 101

There was no call on the retrieval code you entered.

No call to park

You have attempted to park a call, but there are no calls at your telephone.

Park denied

You have tried to park a conference call. Split the conference and park the calls separately. The person who retrieves the calls can reconnect the conference.

Parked on: 402
PAGE EXIT

Record the code shown. Use Page (Feature 6 0) or press **PAGE** to announce the call and its retrieval code.

Parking full

All available retrieval codes are in use. Transfer the call or take a message instead.

Tips

When you park a call, the system assigns one of twenty-five codes for the retrieval of the call. These codes consist of the Call Park prefix, which may be any digit from 1 to 9 and a two digit call number between 01 and 25. For example, if the Call Park prefix is 1, which is the default, the first parked call is assigned Call Park retrieval code 101.

By default, the system is configured to assign the lowest code available. The second option is for the system to assign codes in a cyclical fashion, one by one, from the lowest to the highest. The second option may help to prevent confusion when the same codes are used over and over.

Internal calls parked are not returned to the telephone that parked the call and there is no callback reminder.

Analog telephones on the system always use the highest code (code x25 is reserved, with "x" representing the chosen prefix and may be used only by analog telephones) when parking a call. If this code is not available, error codes are provided to the ATA so that the call can be held at that station until the code is available and then parked.

Your installer or customer service representative sets the Call Park prefix.

Your installer or service representative also sets the Call Park Callback delay in Configuration programming. External calls parked for longer than the program delay are returned to your telephone.

Call Park can be disabled by your installer or customer service representative.

Call Pickup

You can pick up a call that is ringing at another telephone.

Directed Pickup

Feature

You can answer any telephone that is ringing in your Norstar system.

1. Press .
2. Enter the internal number of the ringing telephone.

Group Pickup

Feature

Your Norstar system can be divided into as many as nine Pickup groups. If you are a member of a pickup group, you can pick up a call that is ringing at any telephone in your pickup group.

1. Press .

Displays

Already joined

You are already connected to the telephone that made the call you are trying to pick up. This can happen if you are on a call to a co-worker, your co-worker dials the number of a telephone in your pickup group, and you attempt to pick up that call.

Denied in admin

Your telephone is not a member of a Pickup group.

No button free

You have tried to pick up a call when you have no line button available.

Pickup denied

There is no call that you can pick up or the call that was ringing has already been answered.

You have tried to pick up a call on someone else's private line.

Pickup:

Enter the internal number of the telephone that is ringing. (You may use an internal autodial button to do this.)

If you decide not to answer a ringing call after you have activated Directed Pickup, press

.

Tips

Call Pickup cannot be used on private lines. Group Pickup cannot be used to retrieve a camped call.

To use Directed Pickup, the telephone must be ringing. If, for example, the auxiliary ringer is ringing, but the call is not ringing at a telephone, the call cannot be answered using Directed Pickup. It must be answered normally at a telephone that has a flashing indicator for the call, or by using Trunk Answer.

If a call is ringing on an answer button, you can use Directed Pickup to answer the call by entering the internal number of any member of the answer group.

If there is more than one incoming call at a telephone in a pickup group, a call ringing on the prime line is answered first followed by calls on external lines and, finally, calls on internal lines.

You can assign telephones to one of nine Pickup groups in Administration programming.

Call Queuing

Feature

When you have more than one call ringing at your telephone, you can choose the call that has the highest priority.

1. Press .

Displays

No call waiting

There are no calls waiting to be answered.

Pick up receiver

You have answered a call, using Call Queuing, but you do not have Handsfree assigned to your telephone. Pick up the receiver to speak with the caller.

Tips

Call Queuing answers incoming external calls before callback, camped, and transferred calls.

Camp-on

Feature

Camp a call

You can transfer an external call to another telephone, even if all its lines are busy.

1. Press .
2. Dial the number of the telephone you want to camp the call to.

Displays

221 CAMP max
CALLBACK

You tried to camp a call to a telephone that already has a camped call. The call has come back to you. Press the CALLBACK button or the line button to reconnect to the call. On the M7100 telephone, just pick up the receiver.

221 DND
CALLBACK

The person to whom you redirected a call has Do Not Disturb active on the telephone. The call has come back to you. Press the CALLBACK button or the line button to reconnect to the call. On the M7100 telephone, just pick up the receiver.

Camp denied

You have tried to camp an internal call. You can only camp external calls.

Camp to:
CANCEL

Dial the number of the internal telephone to which the call will be sent.

Camped: 221
CALLBACK

The telephone to which you camped a call did not answer the call. The call has come back to you. Press CALLBACK or the line button to reconnect to the call. On the M7100 telephone, just pick up the receiver.

Line001 hung up

A call you camped has come back to you, but the caller hung up before you could reconnect.

Make call first

You have no call to camp. If the call you want to camp is on hold, take it off hold and then camp it.

**Not in service
CALLBACK**

The telephone to which you have camped a call is out of service or is being used for Configuration or Administration programming. The call has come back to you. Press CALLBACK or the line button to reconnect to the call. On the M7100 telephone, just pick up the receiver.

Release a call

The line that the camped call is on is in use or that line does not appear at your telephone. Release the line or release an internal line.

Tips

Camp-on is a form of transfer.

Camped calls appear on a line button on the receiving telephone, if one is available. If there is no line button available, you receive a message on the display and hear Camp tones.

Conference

Feature 3

Creating a conference

You can talk to two people at once.

1. Make sure you have two calls, one active and one on hold.
2. Press .
3. Take the held call off hold (this is automatic on the M7100 telephone).

Disconnecting one party

You can disconnect one party from a conference and continue talking to the other.

On an M7208, M7310 or M7324 telephone:

1. Press the line button of the call that you want to disconnect. The call that you want to keep is automatically put on hold.
2. Press . The call is disconnected.
3. Press the line button of the held call to speak to the remaining person.

On an M7100 telephone:

1. Press , to place one caller on hold. Press again if necessary, to put the caller you want to keep on hold.
2. Press . The call is disconnected.
3. Press to speak to the remaining party.

Independently holding two calls

For all Norstar telephones except the M7100 telephone, you can put the two people on hold independently so that they cannot talk to each other.

1. Press the line button of one person. The other person is automatically put on hold.
2. Press . The second person is put on hold.

You can re-establish the conference.

1. Take one call off hold.
2. Press .
3. Take the other call off hold.

Putting a conference on hold

You can put a conference on hold, allowing the other two people to continue speaking to each other.

1. Press .

You can reconnect to the conference.

1. Press either of the held line buttons (for the M7100 telephone, press). You are reconnected.

Splitting a conference

You can talk with one person while the other person is on hold.

On an M7208, M7310 or M7324 telephone:

1. Press the line button of the person you want to speak to. The other person is automatically put on hold.

On an M7100 telephone:

1. Press . The first party is on hold.
2. Press , if necessary, to switch parties.

You can reestablish the conference.

1. Press .
2. Take the held call off hold. This is not necessary for the M7100 telephone.

Removing yourself from a conference

You can remove yourself from a conference, and connect the other two callers through your Norstar system.

1. Enter the Transfer feature code .

Displays

3 Parties only

You are trying to add a fourth party to your conference call, or to join two conferences together. Release one call from the conference before adding another, or keep the two conferences separate.

Access denied

Privacy control cannot be used on internal or conference calls.

Conf. on hold

You have put a conference call on hold.

Conference busy

You have tried to make a conference call, but your system is already handling its maximum number of conference calls.

Line001 221
TRANSFER

You are on a conference with the two lines or telephones shown. You can drop out of the conference and leave the other two parties connected (Unsupervised Conference) by pressing TRANSFER or entering the Transfer feature code.

Make calls first

You have tried to set up a conference call, without having made the calls that are to be connected. Make both calls first.

Make second call

You have tried to set up a conference call while connected to only one caller. Put your first call on hold, make a second call, and enter the Conference feature code again.

No free lines

You have put a conference call on hold from your M7100 telephone, then tried to get another line. Your M7100 telephone can handle only two lines at a time, and your conference call is using both of them.

Press held line

You have activated the Conference feature with one call active and another on hold. Press the line of the call on hold to bring that person into the conference.

Tips

Only the person who established the conference can process the conference in any of the ways just described.

You can have a maximum of three people in a Conference.

When you remove yourself from a conference using the Transfer feature, and both callers are from outside your system, one of the callers must have called you on a disconnect supervised line, or the call will be disconnected.

If you are using an M7100 telephone:

- Your conference is connected as soon as you enter the Conference feature code. There is no need to take the second call off hold.
- You cannot independently hold two calls.
- You cannot join an existing two-party call to establish a Privacy conference although you can use the Privacy feature for calls at your telephone.

You can also create a conference by releasing privacy on a call. See the Privacy feature for details.

When a third person joins a conversation on a line that has privacy turned off, the call becomes a conference. All the rules applicable to a conference apply except that there is only one line in use, instead of the normal two. This means that you cannot split a conference set up using Privacy.

In certain situations, you may experience lower volume levels when using the Conference feature with two external calls.

COS password

Feature 6 8

Changing your Class of Service

Norstar uses dialing filters, setup by the system coordinator, to restrict the numbers you can dial on a line or from a telephone. When you enter your Class of Service (COS) password at a telephone, the dialing filters associated with your Class of Service password apply, rather than the normal dialing filters.

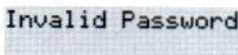
To change the dialing filters on a line or telephone:

1. Press Feature 6 8 .
2. Enter your six-digit COS password.

Displays



(Blank display) Enter your password. It will not be shown on the display.



You have entered a password that is not programmed into your system.

Tips

If you use your Norstar system from outside the office, you may have to enter a Class of Service password to gain access to the system. See Using Norstar remotely.

You must enter a Class of Service password each time you wish to make a call that is normally restricted on a line or telephone.

Norstar allows up to 100 Class of Service passwords.

The system coordinator defines Class of Service passwords and dialing filters in Administration programming.

Contrast adjustment

Feature * 7

You can set the contrast level of your telephone display.

1. Press Feature * 7 .
2. Choose the contrast level you like best. The number of contrast levels available varies from one Norstar telephone to another.

Displays

Contrast level 2
DOWN UP OK

Press a number on the dial pad, or UP or DOWN for the contrast level you want. Press Hold or OK to set the new contrast level.

Dialing modes

Feature

*

8

2

Your Norstar telephone has three dialing modes: Automatic Dial, Pre-Dial, and Standard Dial. All three modes support on-hook dialing. (On-hook dialing means dialing a call without picking up the receiver.) The special features of the Automatic and Pre-Dial modes are available only when you dial on-hook.

Standard Dial lets you make a call by selecting a line and dialing the number. If you have a prime line, it is selected automatically when you lift the receiver or press

Handsfree

Mute

.

Automatic Dial lets you dial a number without selecting a line. Your prime line is selected as soon as you start dialing a number. Automatic Dial does not work if your telephone has no prime line or if your prime line is in use.

Pre-Dial lets you enter a telephone number, check it, then change it before actually making the call. The call is not dialed until you select a line or line pool, or pick up the receiver. You can pre-dial both external and internal numbers. You must, however, select the correct type of line (external or internal) for the type of number you have entered.

Choosing a dialing mode

You can set the dialing mode of your telephone.

1. Press

Feature

*

8

2

.
2. Choose the dialing mode you want.

Displays

Standard dial

NEXT

OK

The current dialing mode is shown. Press

#

 or NEXT until the dialing mode you want appears. Press

Hold

 or OK to select the displayed dialing mode.

Tips

The Dialing Modes feature code cannot be programmed onto a memory button.

Standard Dial does not support on-hook dialing on an M7100 telephone. If you have an M7100 telephone, use the Automatic Dial or Pre-Dial feature for on-hook dialing.

Telephones connected to an Analog Terminal Adapter (ATA) cannot use Automatic Dialing.

Automatic Dial is only available if a telephone has a prime line assigned.

If your telephone starts ringing while you are pre-dialing a number, you can stop the ringing by turning on Do Not Disturb (Feature). This does not affect numbers you are entering.

You cannot pre-dial a telephone number if all the lines on your telephone are busy.

Do Not Disturb

Feature 8 5

Stop calls

You can stop calls from ringing at your telephone.

1. Press Feature 8 5 .

Only priority calls will ring at your telephone. A line button will flash when you receive a call, but the call will not ring.

Refusing to answer a call

While you are on a call, you can refuse to answer a second call (including a priority call).

1. Press Feature 8 5 while your telephone is ringing.

Canceling Do Not Disturb

 Feature # 8 5

You can cancel Do Not Disturb.

1. Press Feature # 8 5 .

Displays

Allow calls

Your telephone will receive calls normally.

Do not disturb

Your telephone is in Do Not Disturb mode.
To cancel Do Not Disturb, press

 Feature # 8 5 .

Tips

If you use Do Not Disturb while an external call is ringing, the call is forwarded to the prime telephone. It may also be answered by anyone whose telephone shares the line it is on. Once you turn Do Not Disturb on, calls will be forwarded to the prime telephone only if there is no other telephone on which the line appears. (The Delayed Ring Transfer feature transfers all unanswered calls to the prime telephone after a specified time.)

Do Not Disturb also prevents voice calls from alerting at your telephone. Voice calls are presented as normal intercom calls.

Group Listening

Feature 8 0 2

Listening in a group

You can let people in your office listen in on a call.

1. Press Feature 8 0 2 .

You hear the caller's voice through your telephone's speaker. Continue to speak to the caller through the telephone receiver. Your telephone's microphone is off, so the caller will not hear people in your office.

Canceling Group Listening

Feature # 8 0 2

You can cancel Group Listening for the current call.

1. Press Feature # 8 0 2 .

Group Listening is canceled automatically when you hang up.

Displays

Make call first

You have tried to use Group Listening when you are not on a call.

Pick up receiver

You have tried to use Group Listening without picking up the receiver.

Tips

Keep the receiver away from the speaker, or you may hear feedback. The higher the volume, the more the feedback. Press Rls to prevent feedback when hanging up.

You can switch a Group Listening call to handsfree by pressing Handsfree Mute . To switch back to Group Listening, enter the Group Listening feature code again.

Hold

Putting a call on hold

You can temporarily suspend a call.

1. Press .

When a call is on hold, its indicator flashes on all telephones that have access to the line. The call can be retrieved from any of these telephones.

Retrieving a held call

You can connect to a call on hold.

1. Press the flashing line button of the held call.

Holding automatically

You can switch from one call to another and have your calls put on hold automatically.

1. Press the line button of the caller you want to speak to. Your current caller is put on hold automatically.

Listening on hold

If you have been put on hold, you can hang up the receiver while you wait for the other person to return.

1. Press .
2. Hang up the receiver.
3. Press the line button of the call. You may hear indications from the far end that you are on hold (for example, tones or music).
4. When the person you were talking to returns you will hear them through your telephone speaker. Lift the receiver and talk.

Holding a call exclusively

You can put a call on Exclusive Hold so that it can be retrieved only at your telephone.

1. Press or . The line appears busy on all other telephones, and the call cannot be picked up by anyone else in the office.

Displays

On hold: LINENAM

You have placed one or more calls on hold. The name of the line that has been held the longest is displayed.

Tips

On the M7100 telephone, alternates between two lines; one active, one on hold. The M7100 telephone cannot retrieve a call placed on hold by another telephone.

If Automatic Handsfree has been assigned to your telephone, use the Handsfree/Mute feature instead of Listen on Hold.

Host system signaling

You can access host systems, such as private branch exchanges (PBX) from Norstar by using host system signaling features (also known as end-to-end signaling). These features either send a special signal to the host system or allow you to program delays required by host systems in external auto-dial or speed dial sequences.

Link

Feature 7 1

If your Norstar system is connected to a private branch exchange (PBX), you can use a Link signal to access special features.

The Link signal can also be included as part of a longer stored sequence on an external autodial button or in a speed dial code. The Link symbol () uses two of the 24 spaces in a dialing sequence.

Pause

Feature 7 8

The Pause feature enters a 1.5 second delay in a dialing sequence on an external line. This is often required for signaling remote devices, such as answering machines, or when reaching through to PBX features or host systems.

You can program more than one pause in an external autodial or speed dial sequence.

The Pause symbol () uses one of the 24 spaces in a dialing sequence.

For pulse dialing, * inserts a 1.5 second pause into the dialing sequence.

Programmed Release

Feature * 8 9

The Programmed Release feature performs same function as Ris in a programmed dialing sequence. When the system encounters Programmed Release in a dialing sequence, it stops dialing and hangs up the call.

The Programmed Release symbol () takes up two of the 24 spaces in a programmed dialing sequence.

Run/Stop

 Feature * 9

Run/Stop inserts a break point into a sequence of dialed numbers or characters used for automatic dialing. This may be necessary when you are connecting to a PBX or similar host system.

For example, you may call a company with an automated attendant that instructs you to dial the internal number you need. You can program the company number, a Run/Stop, then the internal number on one external autodial button. Press the autodial button once to dial the company number. When you hear the automated attendant, press the autodial button again to dial the internal number.

The Run/Stop symbol () uses one of the 24 spaces in an autodial or speed dial sequence.

Wait for Dial Tone

 Feature 8 0 4

Wait for Dial Tone causes a sequence of numbers to pause until dial tone is present on the line before continuing to dial. This is useful if you must dial a remote system and then wait for dial tone from that system before dialing the rest of your number.

The Wait for Dial Tone symbol () uses two of the 24 spaces in an auto-dial or speed dial sequence.

Tips

For this feature to work, you must have a Services card installed. Refer to your installer for more information.

Displays

Invalid code

You have entered a code that can only be used in a programmed autodial or speed dial sequence, not on a call you dial directly. Programmed Release and Run/Stop are for use in programmed dialing sequences only.

Tips

If your external telephone lines use pulse dialing, you can temporarily switch to tone dialing by pressing **#** after selecting the line. Tone dialing lets your Norstar telephone communicate with devices and services that respond to tone signals, such as automatic switchboards, and fax or answering machines.

If your Norstar system is connected to a private branch exchange (PBX), program Link onto a memory button for one-touch access.

Language choice

You can select the language used on the display of each Norstar telephone. Norstar supports three languages: English, French and Spanish. Button caps are available for each language.

English

Feature * 5 0 1

To select English as the language for your telephone display:

1. Press Feature * 5 0 1 .

French

Feature * 5 0 2

To select French as the language for your telephone display:

1. Press Feature * 5 0 2 .

Spanish

Feature * 5 0 3

To select Spanish as the language for your telephone display:

1. Press Feature * 5 0 3 .

Displays

En español...

Telephone display messages will be in Spanish.

En français...

Telephone display messages will be in French.

In English...

Telephone display messages will be in English.

Tips

When your system is first installed, all telephones use English.

You can program a memory button for one-touch switching between languages. Program Feature * 5 0 1 onto the button. Press the button to change the language. You cannot program

Feature * 5 0 2 or Feature * 5 0 3 onto a memory button.

Last Number Redial

Feature

5

Calling your last number

You can redial the last external number you dialed.

1. Press .

Displays

Hidden number

The last number you dialed was a speed dial number that displayed a name rather than the number. The number will be dialed correctly, but you cannot see it.

No last number

You have not dialed an external telephone number since the last power interruption or system reset.

Denied in admin

Access to Last Number Redial has been denied to this telephone.

Tips

If you have a programmed Last Number Redial button, you can use Button Inquiry (*) to check the last number before you dial it.

Last Number Redial records a maximum of 24 digits.

You can copy a number onto an autodial button using Last Number Redial.

Line pools

Feature 6 4

Using a line pool

A line pool is a group of external lines that can be shared by many telephones. You can use a line in a line pool to make an external call.

1. Press Feature 6 4 .
2. Enter a line pool access code.

If you have a free internal line, you can enter a line pool access code on an internal line. (You do not need the Line Pool feature code.)

Everyone in the office should have a list of the line pool access codes for the line pools their telephones can use.

Displays

Code:

Enter a line pool access code.

Denied in admin

Access to the line pool you requested is denied in programming. See your installer or customer service representative.

Invalid code

You have entered an invalid line pool access code.

Line in use

The line chosen by the system for your line pool request became active before connecting with your call. Retry the line pool request.

No button free

There is no free button on which the line pool line can appear.

No free lines

You have tried to access your line pool, but there are no lines in the line pool or all the lines are busy. Use Ring Again or call again later.

Tips

You do not usually need to enter the Line Pool feature code to use a line pool. Simply dial the line pool access code on an internal line.

To program an autodial or speed dial number to use a line pool, press and enter a line pool access code.

When you program a button with the line pool feature code, you must enter a line pool access code after the feature code. The programmed line pool button accesses a specific line pool, not the line pool feature.

If you program a button with a indicator to access a line pool, when all the lines in a line pool are busy, the indicator for the line pool button turns on. The indicator turns off when a line becomes available.

Your Norstar system can have 15 line pools, and a telephone can be programmed to access any number of them.

You can use a line pool only to make external calls.

If no lines are available in the line pool, you can use Ring Again at the busy tone. You will be notified when a line in the line pool becomes available. See Ring Again.

Your installer or service representative gives telephones access to line pools in Configuration programming. Each line pool is assigned a line pool access code in Configuration programming.

Line Redirection

Feature 8 4

Redirecting a line

Line Redirection lets you send your external calls to a telephone outside the office. You may choose to redirect all your external lines or only some of them.

1. Press Feature 8 4 .
2. Select the outgoing line to be used for redirected calls.
3. Enter the number to which calls will be redirected.
4. Select the lines to be redirected.

Canceling Line Redirection

Feature # 8 4

You can cancel Line Redirection.

1. Press Feature # 8 4 .
2. Select the lines that redirection is to be canceled for.

Displays while redirecting lines

9_
QUIT BKSP OK

Continue entering digits. Press or or BKSP to delete incorrect digits. Press or OK when you are finished.

Access denied

You cannot perform line redirection on an M7100 telephone.

Denied in admin

Line Redirection is not allowed on your telephone. See your system coordinator.

Enter digits
QUIT OK

Enter the telephone number to which you wish to redirect calls using one of the following methods:

Press an external autodial button.

Enter an external telephone number (max 24 digits) then press or OK.

Press or OK if the line you have chosen as the outgoing line is a private network line that does not require you to dial digits.

In use: 221

You have tried to program redirection while someone else is programming redirection. Only one person can program line redirection at a time.

Incoming only

The line you are trying to use for redirecting calls is for incoming calls only. Choose an outgoing line.

Intercom

You selected the intercom button as the facility to place the call on. Enter a line pool code or a destination code.

Invalid number

You have entered an invalid line pool code or an invalid destination code.

Line denied

You have selected a line that is private to another telephone. Only the owner of a private line can redirect it.

Line Redirection
QUIT ADD REMOVE

Press ☐ or ADD to begin redirection. Press ☐ or REMOVE to cancel a previous redirection.

No line to use

You have one external line on your telephone, but you need a second line to perform line redirection. Redirect your external line using a line pool as the outgoing line.

Outgoing line

You are attempting to redirect a line and the line you have chosen is the outgoing line you have selected as a destination. You cannot redirect a line to itself. Select another line.

Pool code: _
QUIT

Enter a valid line pool access code.

Programmed

You have successfully redirected a line or successfully canceled redirection of a line.

Redir by 221
OVERRIDE

You have attempted to redirect a line, but someone else has already redirected that line. Press ☐ or OVERRIDE to override the previous redirection and redirect the line as you wish.

Redirect denied

You have attempted to redirect calls on an incoming line group. You can only redirect calls on individual lines, you cannot redirect calls on an incoming line group.

Restricted call

The destination you have chosen for line redirection is restricted.

**Select line out
QUIT**

Select the line that will be used to redirect calls out of the system, using one of the following methods:

- Press an external line button.
- Press and dial a line pool access code.
- Press a line pool button.
- Press an external autodial button.

**Select line(s)
QUIT ALL**

Press the lines to be redirected. To undo a line selection, press it again. Press ALL to redirect all your lines.

**Select line(s)
ALL OK**

Continue to press the lines to be redirected. Press or OK when you are finished.

Unequipped line

The line you are attempting to redirect cannot be redirected because the hardware does not support redirection.

Displays while canceling redirection

**Redir by 221
OVERRIDE**

This line is redirected by someone else. Press or OVERRIDE to cancel redirection of the line.

**Select line(s)
QUIT ALL**

Press the lines that are no longer to be redirected. The lines light up as you press them. Once you cancel redirection for a line you cannot restore it by pressing the line again. Press ALL to cancel redirection for all your lines. When you are finished, press or OK.

**Select line(s)
ALL OK**

Continue to press the lines that are no longer to be redirected. Press or OK when you are finished.

Tips

Note the differences between Line Redirection and Call Forward. Call Forward forwards all calls that arrive at a particular telephone to another telephone within the Norstar system. Line Redirection redirects only the lines you specify, no matter which telephones they appear on, to a telephone outside the Norstar system. Line Redirection takes precedence over Call Forward.

If Restriction Service is in use, a line redirection programmed at one time may not be valid at a later time.

You redirect lines at a telephone, but once redirected, the lines are redirected for the entire system.

You can only redirect lines that appear at line buttons on your telephone.

You can answer the telephone if it rings while you are in the middle of programming Line Redirection, but none of the Norstar call handling features are available until the feature times out. If you need to use a Norstar feature to process the call, quit Line Redirection programming by pressing **Feature** . Do not press **RLs** or you will disconnect the call you are trying to process.

While you are programming Line Redirection you will not receive any indication of calls that do not actually ring at your telephone.

The system does not check that the number you give for Line Redirection is a valid one. If you redirect to an invalid number, redirection will fail. Using an autodial button to enter the redirection number helps avoid this possibility. An autodial button used for line redirection must have a specific line programmed onto it.

If you use **ALL** to redirect all your lines, it is important that you wait until all the lines on your telephone light up before pressing **Hold** or **OK**. If you press **Hold** or **OK** before all the lines light up, those lines not lit will not be redirected.

Be careful to avoid redirection loops. If for example, you redirect your lines to your branch office and your branch office redirects its lines to you, you can create a redirection loop. If these calls are long distance, you end up paying long distance charges needlessly.

The system can be set up so that redirected calls give a brief ring on telephones in the Norstar system as they are redirected. These calls cannot be answered within the system until you cancel redirection.

The line chosen for redirecting calls on other lines can still be used normally when it is not busy on a redirected call. To avoid redirection failing because the chosen line is in use, choose a line pool with several lines in it.

In certain situations, callers may experience lower volume levels when you redirect calls to an external location.

You cannot use the Line Redirection feature on an M7100 telephone, or a telephone connected to an ATA.

Long Tones

Feature

Using Long Tones

The Long Tones feature lets you control the length of a tone so that you can signal devices such as fax or answering machines which require tones longer than the standard 120 milliseconds.

1. While on a call, press .
2. Press the dial pad buttons to produce the appropriate tones. Each tone sounds for as long as you hold down the button.

Displays

Long Tones:

At the appropriate time, press any dial pad button. Hold each button down for as long as necessary. Press or to cancel Long Tones.

Make call first

You have tried to use Long Tones when you are not on a call.

Tips

Long tones can be used on any call except a conference call. You can use internal lines of the Norstar system to activate a device connected to an Analog Terminal Adapter in another area of your office, or external lines to access devices outside the Norstar system.

Messages

The Messages feature allows you to leave a message on the display of another Norstar telephone, and lets you know if you have any messages waiting. The Messages feature uses a message waiting list to keep a record of your internal messages and your (external) voice mail messages (if you subscribe to a voice message service with visual message waiting indication).

From your message waiting list, you can:

- view your messages
- call back the internal caller who left a message
- erase an internal message
- call your voice message center that left a message(s)
- clear a message sent by your voice message center (the message still remains at the center until it is erased there)

Sending a message

Feature 1

You can leave a message on the display of another telephone in your Norstar system.

1. Press Feature 1.
2. On a telephone with a two-line display, press **ADD**. (This step is not necessary on a telephone with a one-line display.)
3. Enter the internal number of the person you want to send the message to. The person's display reads **Message for you**.

Canceling a sent message

Feature # 1

You can cancel a message that you have sent to someone.

1. Press Feature # 1. The display reads **Cancel for:**
2. Enter the internal number of the person you sent the message to.

Viewing your messages

Feature 6 5

On a telephone with a one-line display:

1. Press Feature 6 5. The display shows the first message.
2. Press * or # to move through your messages.

On a telephone with a two-line display:

1. Press MSG. The display shows the first message you received.
2. Press NEXT to move through your message.

Replying to a message

You can call the person (or your voice message center) who sent a message while viewing the message.

On a telephone with a one-line display:

1. Press .

On a telephone with a two-line display:

1. Press CALL.

If you wish to call your voice message center using a line other than the programmed line, exit your message list and dial the voice message center telephone number using normal dialing methods.

Removing items from your list

You can erase a message while you are viewing it in your message list. If the message is from your voice message center, this only erases the message notification at your telephone. You still need to erase the voice message at your voice message center. Refer to your voice message center documentation.

On a telephone with a one-line display:

1. Press .

On a telephone with a two-line display:

1. Press ERASE.

Viewing your sent messages

On a telephone with a two-line display, you can view the messages you have sent.

1. Press .
2. Press SHOW to display your first sent message.
3. Press NEXT to move through your sent messages.

Displays

1.221
NEXT ERASE EXIT

You are reviewing the messages you have sent. Press ***** or **#**, or **NEXT** to view the next message. Press **Hold** or **ERASE** to erase the message on the display. Press **0** to call the person or voice message center.

221 called
NEXT CALL ERASE

You are reviewing your messages. Press **NEXT** to see the next message. Press **CALL** to reply to the message. Press **ERASE** to erase the message.

Can't send msg

You have tried to send a message to a Norstar Analog Terminal Adapter. The Norstar Analog Terminal Adapter does not have a display so it cannot show a message.

Cancel denied

You have entered an invalid number when attempting to cancel a message.

Cancel for:

Dial the internal number of the telephone you sent a message to and now want to cancel.

Cleared>LINENAM
NEXT

You have cleared an external message from your message waiting list. The message itself still exists in your voice message center until you erase it there.

Erased> 221
NEXT

You have erased an internal message.

Hold or release

You have tried to access your message waiting list while on an active call. Hold or release the call.

In use: 221

You are trying to call from your message waiting list. The line that you are trying to use is being used by the identified Norstar user.

L001:LINENAMUMsg
NEXT CALL CLEAR

You are viewing your message list. The display shows the number and name of the line that was used for your voice mail message.

Message denied

You have tried to send a message to an invalid internal number or to a telephone that is out of service.

Message for you
MSG

You have one item in your message waiting list, and you have no new items in your Call Log. Press or MSG to review the message.

Message list
SHOW ADD EXIT

SHOW appears only if you have outstanding messages. Press SHOW to review messages you have sent. Press ADD to send a new message.

Message to:

Enter the internal number of the telephone you want to send a message to.

Messages & Calls
MSG CALLS

You have one or more messages and one or more new Call Logs.

Messages for you
MSG

You have several new messages and no new Call Logs. Press or MSG to review the messages.

No button free

You have no line button free with which to reply to a message.

No messages

You do not have any messages to cancel or there are no messages to scan through.

No number stored

There has been no number programmed for the voice message center. To program the number, see the Programming chapter.

Release calls

You replied to a message while on an active call. Release your call before entering your message waiting list.

Start of list
NEXT

You are at the beginning of your list of messages. Press NEXT to move through your messages.

Their list full

You are trying to send a message to a telephone whose message waiting list is full.

Your list full

You have tried to send a message but your telephone's list of sent messages is full. Cancel one of the messages you have sent, if possible, or wait until you have received a reply to one of those messages.

Tips

You can send up to four messages to different telephones, including your voice message center. If your telephone is a direct-dial telephone or a central answering position, you can send up to 30 messages.

You can receive up to four messages from different telephones, including your voice message center. A single message from your voice message center may pertain to several voice messages.

Any message can be canceled either by the person who sent it or by the person who received it.

If your reply to a message is forwarded or is answered at another telephone using the Call Pickup feature, the message remains on your telephone until you cancel it or successfully contact the telephone that originally sent the message.

Moving line buttons

Feature

*

8

1

You can move external lines to different buttons on your telephone. You can use this feature to arrange your lines in the way that makes the most sense to you.

1. Press

Feature

 *

8

1

 .
2. Press the button you want to move the line from.
3. Press the button you want to move the line to.

Displays

Exchanged

The two buttons you selected have exchanged position.

Invalid location

You have tried to move a line to a button that cannot be used as a line button, such as a Handsfree/Mute button, or an answer button.

Move line from:
QUIT

Press the button of the line you want to move. Press

Feature

 or QUIT when you have finished moving lines.

Move line to:
QUIT

Press the button you want to move the line to. Neither of the buttons is erased. The lines, or the line and feature, simply switch places.

Press a line

The button you are trying to move is not a line button. If you are trying to switch a line and a feature, move the line to the feature button and not vice versa.

Tips

You cannot move intercom, answer or Handsfree/Mute buttons.

You cannot move incoming line group buttons onto a CAP module.

Page

 Feature 6 0

Making a page announcement

You can make announcements over the Norstar system.

1. Press Feature 6 0.
2. Choose a page type.

Page types are:

- 1 through the telephone speakers (internal page)
- 2 through an external speaker (external page)
- 3 both internal and external (combined page)

3. If necessary, choose a zone.
4. Make your announcement.
5. Press Rls.

Displays

Denied in admin

Your telephone has not been programmed to allow paging.

Enter zone: ALL

Enter the desired zone number (0-6) or press ALL to page to all zones. (0 equals all zones.)

Invalid zone

You have entered a page zone code that is not between 0 and 6.

Page choice:
SETS SPKR BOTH

Select the type of page you want by pressing:

- 1 or SETS — internal page
- 2 or SPKR — external page
- 3 or BOTH — combined page

Page timeout

The time allotted for paging has expired.

Paging ALL

You are making a page. The display shows the page zone you have chosen. Press Feature or Rls when you are finished.

Paging busy

A page is already being made in the page zone you have requested.

Tips

Instead of entering the Page feature code followed by the page type, you can enter the following shortcut codes.

Internal and zone (0 to 6)

External (code 2 has no zones)

Combined and zone (0 to 6)

You can make an announcement to one person by placing a voice call to their telephone.

Page zone 0 equals all zones.

When you make a page that uses external paging equipment (external page or combined page), the Long Tones feature is automatically activated for the external paging system only. This allows you to control optional equipment with the Long Tones feature.

Each Norstar telephone is assigned access to paging and is assigned to one of six page zones, or to none, in Administration programming. The maximum number of sets in a page zone is 50.

Make sure that everyone who needs to make page announcements has a list showing which telephones, up to 50 sets, are in which page zones.

Depending on how your system is set up in Configuration programming, a page tone may not be provided when invoking the Page feature.

Page announcements are programmed to timeout after a pre-specified amount of time and are set in Configuration programming.

Priority Call

Feature 6 9

If you get a busy signal or a Do Not Disturb message when you call someone in your office, you can interrupt them. Use this feature for urgent calls only.

Making a priority call

1. Press Feature 6 9 .
2. Wait for a connection, then speak.

A person who receives a priority call while on another call has eight seconds to accept or reject the call. If the person does nothing, the Priority Call feature puts their active call on exclusive hold and connects your call.

Displays

Call blocked

You tried to place a priority call to another Norstar telephone. The person you called has blocked your call. Try to call later.

Denied in admin

You have tried to make a priority call, but this feature has not been assigned to your telephone.

Make call first

You have attempted to use the Priority Call feature before you made call.

Please wait

The party you are calling has eight seconds to decide whether to accept or reject your priority call.

Priority denied

The telephone you are calling has already received a priority call or is unable to receive priority calls.

Tips

If the telephone receiving the priority call is in a conference call, the other two parties are automatically put on hold when the priority call is accepted.

Each Norstar telephone is given permission to make priority calls in Administration programming.

You can make a priority call only while your telephone display shows one of the following prompts:

221 busy
PRIORITY LATER

Calling 221
PRIORITY LATER

Do not disturb
PRIORITY LATER

On another call
PRIORITY LATER

Privacy

 Feature 8 3

Lines in your system can be configured to have automatic privacy. If a line is not programmed with privacy, anyone with the line assigned to their telephone can join your call, and form a conference by pressing the line button. If a line is programmed with privacy, only one person at a time can use the line.

Creating a conference by releasing privacy

If a line is programmed with privacy, you can turn privacy off for a call, allowing another person with the same line to join in your conversation and form a conference.

1. Press Feature 8 3 .
2. Tell the other person to press the line button and join your conversation.

Making a private call

If a line is programmed to not have privacy, you can turn privacy on for a call, preventing other people with the same line to join in your conversation.

1. Press Feature 8 3 .

Displays

Access denied

Privacy control cannot be used on internal or conference calls.

Make call first

You have tried to use the Privacy feature when you are not on a call.

Privacy is OFF

You have released privacy for your call.

Privacy is ON

You have turned privacy on for your call.

Tips

When a third person joins a conversation on a line that has privacy turned off, the call becomes a conference. All the rules applicable to a conference apply except that there is only one line in use, instead of the normal two. This means that you cannot split a conference set up using Privacy.

Ring Again

Feature 2

If you can't get through to someone on your Norstar system because their telephone is busy or there is no answer, you can have the Norstar system tell you when they hang up or next use their telephone.

You can also use Ring Again to tell you when a busy line pool becomes available.

Turning on Ring Again

1. Press Feature 2 before you hang up.

Using Ring Again cancels any previous Ring Again requests at your telephone.

Canceling Ring Again

Feature # 2

To cancel a Ring Again request:

1. Press Feature # 2.

Displays

Can't ring again

You cannot use Ring Again on your current call. You can only use Ring Again while you have a busy signal on an internal call or line pool request, or while an internal call is ringing.

Ring Again?
YES NO EXIT

Press YES to use Ring Again. Press NO if you prefer to send a message.

Ring type

Feature * 6

You can choose one of four distinctive rings for your telephone. This makes it easier to identify your telephone in an open office.

Choosing a ring type

1. Press Feature * 6 .
2. Choose the ring type you want.

Displays

Ring type: 1
NEXT OK

Press 1, 2, 3, 4 or NEXT. You hear the selected ring for two seconds. Repeat until you hear the ring you prefer, then press Hold or OK.

Ring volume

Feature * 8 0

You can set the volume at which your telephone rings.

1. Press Feature * 8 0 . The telephone rings.
2. Press (◀) (▶) to adjust the volume.

Displays

Press VOLUME bar

Press either side of the volume bar
(◀) (▶) to adjust the volume.

Saved Number Redial

Feature 6 7

You can save the number of the external call you are on (providing you dialed the call) so that you can call it again later.

Saving a number

1. Press Feature 6 7 while you are still on the call.

Dialing a saved number

You can dial a saved number.

1. Press Feature 6 7 when you are not on a call.

Displays

Hidden number

You have saved a speed dial number that displays a name rather than the number. The number will be dialed correctly, but you cannot see it.

No number saved

You have tried to save the number of an incoming call. You can only save numbers that you have dialed yourself.

No saved number

You have tried to use Saved Number Redial, but have not first saved a telephone number. The Saved Number Redial memory is empty.

Denied in admin

Access to Saved Number Redial has been denied to this telephone.

Tips

If you have a programmed Saved Number Redial button, you can use Button Inquiry (Feature * 0) to check the last number before you dial it.

Saved Number Redial records a maximum of 24 digits.

You can copy a number onto an autodial button using Saved Number Redial.

Each telephone can save only one number at a time with Saved Number Redial, not one number for each line.

Service Modes

You can use Service Modes to make your Norstar system handle calls differently on different days and at different times of the day.

Norstar provides six service modes named Night, Lunch, Evening, Mode 4, Mode 5, and Mode 6. The system coordinator can change these names to suit your business.

Services Modes offers you three services: Ringing service, Restrictions service and Routing service.

The system coordinator sets up Service Modes in Administration programming. Restrictions used in Restriction service are also programmed by the system coordinator in Administration programming. Routes used in Routing service are programmed by your installer or customer service representative.

Your system usually operates in normal mode. You can program which services are in effect during each mode in Administration programming.

You can activate each service manually from a control telephone, or you can create a schedule that automatically turns modes on and off at specified times for each day of the week. When you activate a service manually, you override the automatic schedule of modes. The Service Mode schedule is created in Administration programming.

Ringing service

Ringing service allows you to make up to 30 additional telephones ring for incoming calls on external lines. For instance, all incoming external calls can also ring at a security guard's telephone during the night, or calls to one receptionist can also ring at another receptionist's telephone during lunch.

There is no change in regular ringing assignments when ringing service is turned on.

Trunk Answer

As part of Ringing service, you can also activate a feature that lets you answer a ringing call anywhere in the system from any telephone in the system, whether or not you are using a line button for the line the call is on.

Trunk Answer is only available for lines that have been placed in Ringing service, and then only if Trunk Answer is enabled for that mode.

Auxiliary ringer

You can program an auxiliary ringer to ring for incoming calls when ringing service is turned on. The ringer has to be turned on for each line.

Direct-dial

You can activate an extra direct-dial telephone to ring for calls to a direct-dial telephone during a Ringing service mode.

Direct-dial calls to a direct-dial telephone ring at the extra-dial telephone (designated in Administration programming) only when you enter the Ringing service feature code () at that direct-dial telephone. Note that only the extra-dial telephone is activated, not the actual service mode (unless that direct-dial telephone is also a control telephone).

For more information on direct-dial and extra-dial telephones, see Telephone basics.

Ringing groups

The Ringing groups feature allows you to define groups of extended ringing sets. Norstar sets are assigned to Ringing groups and Ringing groups are assigned to Service modes. You must define Ringing groups and the set or sets that belong in each group in Administration programming.

For information on control telephones, see the Special telephones section in the Telephone basics chapter.

Activating Ringing service

1. From a control telephone, press .
2. Press NEXT to move through the Ringing service modes until the display shows the mode you want to activate.
3. Press OK to select the mode, or press QUIT to exit the feature without making any changes.

Canceling Ringing service



Do not confuse activating normal service with canceling a Service Mode

Setting the Service Mode to Normal is not the same as canceling Ringing service using . If you set the Service Mode to Normal, Normal service overrides Ringing service and remains in effect until you manually cancel it, even if you have programmed automatic scheduling of alternative Service Modes. You must cancel Ringing service to return to the automatic Service Mode schedule.

1. From a control telephone, press .

Activating the Extra-dial telephone

You can redirect calls to your direct-dial telephone to an extra-dial telephone. If your telephone is also a control telephone, this will also activate Ringing service.

1. From a direct-dial telephone, press .

Restriction service

Restriction service allows you to assign alternate restrictions to lines and telephones, as well as alternate remote access packages.

Activating Restriction service

1. From a control telephone, press . The display reads **Password:**.
2. Enter the Administration password.
3. Press NEXT to move through the Restriction service modes until the display shows the mode you want to activate.
4. Press OK to select the mode, or press QUIT to exit the feature without making any changes.

Canceling Restriction service



Do not confuse activating normal service with canceling a Service Mode

Setting the Service Mode to Normal is not the same as canceling Restriction service using . If you set the Service Mode to Normal, normal service overrides Restriction service and remains in effect until you manually cancel it, even if you have programmed automatic scheduling of alternative Service Modes. You must cancel Restriction service to return to the automatic Service Mode schedule.

1. Press .
2. Enter the Administration password.

Routing service

Routing service allows you to assign routes to calls that use the system's routing tables according to a schedule. In this way you can take advantage of lower costs available on particular routes on certain days and at certain times. The alternate routes are programmed by your installer or customer service representative.

Activating Routing service

1. From a control telephone, press . The display reads **Password:**.
2. Enter the Administration password.
3. Press NEXT to move through the Routing service modes until the display shows the mode you want to activate.
4. Press OK to select the mode, or press QUIT to exit the feature without making any changes.

Canceling Routing service



Do not confuse activating normal service with canceling a Service Mode

Setting the Service Mode to Normal is not the same as canceling Routing service using . If you set the Service Mode to Normal, normal service overrides Routing service and remains in effect until you manually cancel it, despite any automatic scheduling of alternative Service Modes. You must cancel Routing service, to return to the automatic Service Mode schedule.

1. From a control telephone, press .

Viewing the active Service Modes from a two-line display telephone

When a Service Mode is active, the control telephone display reads **Service Modes ON**.

1. Press MODES. The display shows the first active Service Mode.
2. If there are several active Service Modes, press NEXT to move through the modes.
3. Press EXIT to exit the feature.

Viewing the active Service Modes from a one-line display telephone

1. Press **Feature** **8** **7** **0**. The display reads Service Modes ON.
2. Press *****. The display shows the first active Service Mode.
3. Press **#** to move through the active Service Modes.
4. Press **Rls** to exit.

Automatic Service Modes

Automatic service modes are indicated by an asterisk (*) before the name of the service mode on the display. You can neither manually activate nor cancel automatic service modes, although you can override them with manual modes.

The control telephone can override automatic service modes at any time by entering a Service Modes feature code, and selecting a different mode; this override remains in effect until it is canceled. If you select a mode with an asterisk (*), the system will resume (or remain) on the automatic Service Mode schedule.

Displays

```
<Mode> Restr'n
EXIT  NEXT
```

You are viewing the active Service Modes. Press **#** or **NEXT** to see the other active Service Modes. Press **Rls** or **EXIT** to quit.

```
<Mode> Restr'n
QUIT  OK  NEXT
```

The name of the current Restriction service mode is displayed. Press **#** or **NEXT** to see the other Ringing service modes. Press **Hold** or **OK** to select the desired mode.

```
<Mode> Ringing
EXIT  NEXT
```

You are viewing the active Service Modes. Press **#** or **NEXT** to see the other active Service Modes. Press **Rls** or **EXIT** to quit.

```
<Mode> Ringing
QUIT  OK  NEXT
```

The name of the current Ringing service mode is displayed. Press **#** or **NEXT** to see the other Ringing service modes. Press **Hold** or **OK** to select the desired mode.

```
<Mode> Routing
EXIT  NEXT
```

You are viewing the active Service Modes. Press **#** or **NEXT** to see the other active Service Modes. Press **Rls** or **EXIT** to quit.

<Mode> Routing
QUIT OK NEXT

The name of the current Routing service mode is displayed. Press **#** or **NEXT** to see the other Ringing service modes. Press **Hold** or **OK** to select the desired mode.

<Mode> until *
QUIT OK NEXT

Press **Hold** or **OK** to select this Service Mode, **#** or **NEXT** to see the next available Service Mode, or **Rls** or **QUIT** to exit. If you select this mode it will be in effect until the next automatic Service Mode takes effect.

Denied in admin

You are trying to activate a Service Mode from a telephone that is not a control telephone or direct-dial telephone, all service modes are disabled in Administration programming, or you are trying to activate Ringing service from a control telephone that has no lines assigned to it.

No services ON

You have entered the Show Service Modes feature code and there is no active mode.

Password: _

You have entered the Restriction service or Routing service feature code. Enter the Administration password.

Service Modes ON
MODES

There is a Service Mode active in your system. Press ***** or **MODES** to view the active Service Modes.

Speed Dial

Feature 0

Making a speed dial call

You can quickly dial external telephone numbers that have been programmed onto speed dial codes.

1. Press Feature 0 .
2. Enter the appropriate two-digit speed dial code.

Norstar provides two types of speed dial: system and personal. System speed dial codes are from 01 to 70. The system coordinator assigns numbers to system speed dial codes for the entire system in Administration programming. Personal speed dial codes are from 71 to 94 and may have different numbers assigned to them on each telephone. Users can program their own personal speed dial numbers.

Programming Personal Speed Dial

Feature * 4

You can add or change a personal speed dial number on your telephone.

1. Press Feature * 4 .
2. Enter the code that you want to associate with a telephone number.
3. If you want to include a line selection for this number, press the line or intercom button. To select a line pool, press a programmed line pool button, or press Intercom and enter a line pool access code. For the M7100 telephone, you can only select a line pool.
4. Enter the number you want to program.
5. Press Hold or OK.

Displays

9_
 QUIT BKSP OK

Continue entering the number you wish to program. You can change the number by pressing BKSP or . When you are finished, press Hold or OK.

Access denied

You have tried to program a personal speed dial number while someone else on the system is in Configuration or Administration programming.

Autodial full

You have tried to enter a new personal speed dial number, but the memory for these numbers in your system is full.

Enter code:

Enter a two-digit code (71 to 94) for the personal speed dial number you want to program.

Enter digits
QUIT OK

Enter the telephone number you wish to program exactly as you would if you were dialing it normally. When you are finished, press or OK.

Invalid code

You have entered a code outside the code range (01-70 for system, 71-94 for personal).

Line in use

The line associated with the speed dial number you are trying to use is busy.

No number stored

There is no number stored on the speed dial code you have dialed.

Program and HOLD

If you want to program a line or line pool selection for this speed dial number, select the line or line pool. Otherwise, enter the telephone number exactly as you would if you were dialing it normally. When you are finished, press .

Program and OK
QUIT OK

If you want to program a line or line pool selection for this speed dial number, select the line or line pool. Otherwise, enter the telephone number you wish to program exactly as you would if you were dialing it normally. When you are finished, press OK.

Select a line

There is no line associated with the speed dial number you are trying to use. Select a free external line or line pool and enter the Speed Dial feature code again.

Speed dial>

Enter a two-digit speed dial code (01-94). You must enter the zero for codes 01 to 09.

Unknown number

The system cannot dial the number stored. Reprogram the number.

Tips

There is no difference between using personal speed dial and using system speed dial. They differ only in how you program them.

Speed dial numbers may include host system signaling codes.

To program a speed dial number for a line pool, press a programmed line pool button or press and enter the line pool access code. Do not use the line pool feature code.

Although it may look like an internal number, you can program a destination code as a speed dial number, since it is actually an external number. In programming, you must press as the line to use for dialing the destination code.

Speed dial numbers are subject to the same dialing filters as regularly dialed numbers. System speed dial numbers can be programmed to bypass dialing restrictions.

Normally, speed dial numbers are shown on the display while they are being dialed. System speed dial numbers may be programmed to show a name instead of the number, keeping the actual number confidential.

Time

Feature

8

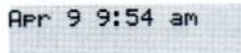
0

3

You can display the current date and time while you are on a call.

1. Press 8 0 3 .

Displays



The display shows the current date and time.

Transfer

Feature 7 0

Transferring a call

You can transfer a call to a telephone in your Norstar system, within the Norstar network, or external to Norstar:

1. Press Feature 7 0.
2. Call the person you want to transfer the call to.
3. If you want to talk to the person you are transferring the call to, wait for them to answer, and speak to them before proceeding.
4. When you are ready to complete the transfer, press Rls or JOIN.

Canceling a transfer

You can reconnect to the person you are trying to transfer at any time before the transfer is complete.

1. Press Feature # 7 0 or CANCL.
2. If you are not reconnected to your original call, press Rls and then press the line key of the original call, which is now on hold.

Displays

221>222
CANCL RETRY JOIN

You are talking to the person you want to transfer the call to. Press RETRY if you decide to transfer the call to someone else. Press Rls or JOIN to transfer the call.

221 busy
CANCL RETRY JOIN

All the lines on the telephone you are trying to call are busy. Press RETRY to enter a new internal number. Press JOIN to transfer the call anyway.

221 hung up
CANCL RETRY

The internal caller you were trying to transfer hung up before the transfer was complete.

221 no reply
CALLBACK

The person to whom you tried to transfer a call did not answer. Press CALLBACK or the flashing line button to reconnect to the call. On the M7100 telephone, lift the receiver.

Call transferred

The transfer was successfully completed.

Do not disturb
CANCL RETRY JOIN

The person you tried to transfer a call to has Do Not Disturb active on their telephone. Press JOIN to transfer the call anyway. Press RETRY to transfer the call to someone else. Press CANCL or the flashing line button to reconnect to the call (on the M7100 telephone, press).

Invalid number
CANCL RETRY

You entered an invalid internal number. Press RETRY and enter the number again.

Line001 hung up

The external caller you were transferring hung up before the transfer was complete.

Line001>221
CANCL RETRY JOIN

Press JOIN to transfer the call on line 001 to telephone 221. Press RETRY if, after talking to the person at extension 221, you decide to transfer the call to someone else.

Make call first

You have tried to use the Transfer feature when you have no call to transfer.

Not in service
CANCL RETRY

The telephone to which you are trying to transfer a call is out of service.

Restricted call
CANCL RETRY

You cannot transfer the call because of telephone or line restrictions.

Still in transfer
CANCL RETRY

Complete the transfer in progress before you access a new feature, answer another alerting call or select an outgoing line.

Transfer denied
CANCL RETRY

Your transfer cannot be completed for one of these reasons:

- All the resources needed to perform a transfer are in use. Try again later.
- You have tried to transfer an external call to another external party. Some restrictions apply. See Tips at the end of this section.
- You cannot transfer your conference call. See Tips at the end of this section.

Transfer to:
CANCL

Enter the internal number of the person you want to transfer the call to. Press CANCL to cancel the transfer and return to your call.

Transfer to:22_
CANCL RETRY

Press **RETRY** if you entered the wrong internal number or if the person you are transferring the call to is unavailable.

Tips

If an external call is transferred to a busy telephone, or not answered after a few rings, the call automatically rings you back and the display indicates that the telephone was busy or that no one answered.

While on a conference call, you can remove yourself from the conference and connect the other two callers using the Transfer feature. However, if both of the other people are from outside the system, at least one of the outside callers must have called you and that call must be on a disconnect supervised line.

When transferring an external call to an external number, the external call you are trying to transfer must have been an incoming call on a disconnect supervised line.

In certain situations, you may experience lower volume levels when using transferring an external call to an external person, or when transferring two external callers from a conference call.

Depending on how a private network call is routed, it may not always be possible for the system to return a transferred call to you if the transferred call is not answered. When transferring a call to a private network destination, it is a good idea to stay on the line until the person you are transferring the call to answers your call.

You cannot use Last Number Redial, Saved Number Redial, or a speed dial code when calling the person you want to transfer a call to.

You cannot use the Line Pool feature code to access a line pool when calling the person you want to transfer a call to. To use a line pool, use a programmed line pool button, or press Intercom and enter a line pool access code.

You cannot use Priority Call or Ring Again when calling the person you want to transfer a call to.

If you have an auxiliary ringer programmed to ring for calls on a line and you transfer a call on that line, the auxiliary ringer will not ring. If you have an auxiliary ringer programmed to ring for calls on a set and you transfer a call to that set, the auxiliary ringer will ring.

Trunk Answer

Feature 8 0 0

The Trunk Answer feature lets you answer a ringing call anywhere in the system from any telephone in the system, whether or not you are using a line button for the line the call is on. Trunk Answer is only available for lines that have been placed in a Service Mode, and then only if Trunk Answer is enabled for that Service Mode.

To answer a call using Trunk Answer:

1. Press Feature 8 0 0.

Displays

Line denied

You have tried to pick up a call on someone else's private line.

No button free

You have tried to pick up a call when you have no line button available.

Pickup denied

The call that is ringing is on a line that is not in a Service Mode.

Tips

If there is more than one incoming call on lines in a Service Mode, the Trunk Answer feature picks up the external call that has been ringing the longest.

Trunk Answer works only with calls that are ringing on lines for which a Service Mode is active and if Trunk Answer is enabled in Administration programming.

User Preferences

User Preferences programming allows you to program memory buttons, speed dial codes and other settings for any Norstar telephone on the system.

For example, an employee may want to have the Do Not Disturb feature programmed onto a memory button or create a speed dial code. Instead of programming from the employee's telephone, you can go into programming on the telephone nearest you to make the change.

Tips

User Preferences programming is accessed by pressing * * 8 7 3 7 only and cannot be accessed through Administration or Configuration programming.

Using User Preferences

* * 8 7 3 7

1. Press * * U S E R
(* * 8 7 3 7).
2. Enter your System Coordinator password (the default password is .

After you enter the proper password, the display will show you the telephone with the lowest internal number followed by its name (for example, 221:Reception).

1. Press to move through all the telephones on the system.
2. Press when you see the telephone you want to change. The display shows the model number of the telephone at the extension.

The display will show **Connect set** if no telephone is connected at that internal number.

You cannot make changes if the model is **Other**.

1. Press to move through all the sub-headings in User Preferences.

Sub-headings in User Preferences

User preferences
Model
Button prgrming
User speed dial
Call log opt'ns
Dialing opt'ns
Language
Display cntrst
Ring type

Changing button programming

1. Press at Button prgrming. The display shows the number of buttons on the telephone (an example is shown in Displays at the end of this section).

If the telephone has a CAP module, you can also press CAP1 to see the buttons on the module.

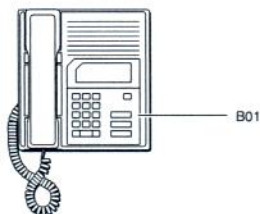
2. Press to move through all the buttons on the telephone.

Use the display buttons to change the programming for a button. You cannot change the buttons that are used by lines, intercom, the handsfree feature, and incoming line groups.

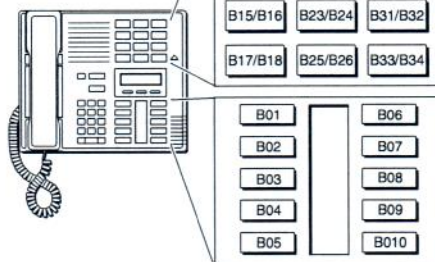
Information about individual displays you may see is described at the end of this section.

Button numbering used with User Preferences programming

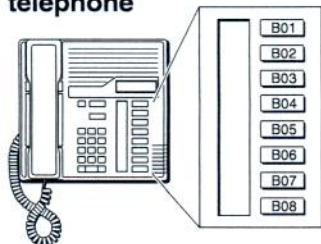
**M7100
telephone**



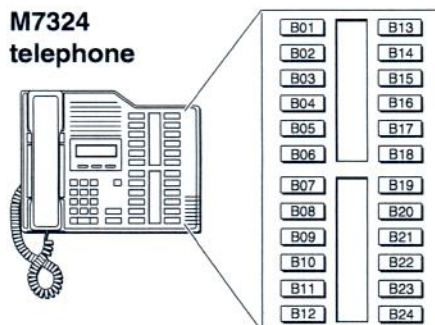
**M7310
telephone**



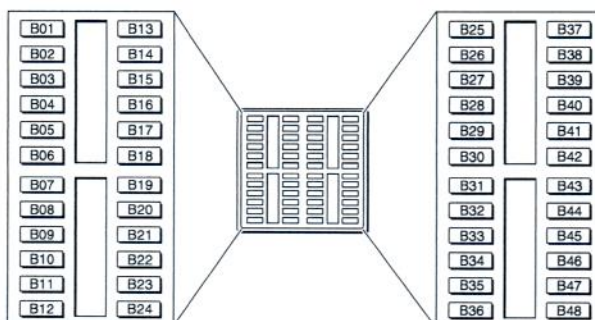
**M7208
telephone**



**M7324
telephone**



CAP module



The display buttons used in button programming

- CANCL** Moves you out of a setting without making any changes to it.
- CLR** Erases the button.
- TEL#** Programs the key as an autodial number for an internal or an external number. If it is an external autodial number, you have to choose a line, line pool, or the routing table for the call to use.
- CHANGE** Used when you are setting up an external autodial number. Press **CHANGE** until you see the type of line or pool you want the number to use.
- FEATR** Press to store a feature code on the button.
- LIST** Takes you to a list of feature codes. Press to move through the list and press **OK** when you see the feature you want to program on the button.

Changing User Speed Dial

1. Press at **User speed dial**. The display shows the number of speed dial codes that are available.
2. Press to see the first speed dial code (71).
3. Press to move through all the speed dial codes.
4. Press at the code you want to change.
5. Press **CHANGE** and enter the telephone number the same way you would dial it on the telephone.
6. Press **OK**.
7. Press and choose the line (or enter a code for a line pool) the speed dial code should use.

Use the line pool code to select a particular line pool for use with Speed Dial. If you select **Use routing tbl**, a line or pool will be chosen by the routing programming according to the initial digits in the number.

The route you choose for a User Speed Dial code must be one that the telephone can use. For example, if the telephone does not have access to Line Pool B and you use that pool code with the speed dial code, the code will not work.

To change a system speed dial code, see the System Speed Dial section in this chapter.

Changing Call Log options

1. Press at Call log opt'ns....
2. Press CHANGE until you see the option you want to use. For Call Log options see the Telephones features chapter.

Changing how calls are dialed

1. Press at Dialing opt'ns....
2. Press CHANGE until you see the option you want to use.

Descriptions for dialing modes are found on the *Telephone Feature Card*, or see the Customizing your telephone section in this chapter.

Changing the language used on the display

1. Press CHANGE at Language: until you see the language you want to use.

For language choices see the Customizing your telephone section in this chapter.

Making the display lighter or darker

1. Press CHANGE at Display cntrst until you see the value you want to use.

The display contrast on the telephone you are using for the programming session does not change when you are programming another telephone.

Changing the telephone's ring

1. At Ring type:, press CHANGE until you see the option you want to use.

Descriptions for ringing options are found on the *Telephone Feature Card* or see the Telephones features chapter.

Displays

10+24 buttons

There are ten memory buttons and twelve dual memory buttons (which provide the functionality of 24 memory buttons) on the telephone you are viewing. Press

Next to begin looking at what's on each button.

B01:Line 001

A line appears on the button. You cannot store a feature or number on it.

B02:ILG 02

An incoming line group appears on the button. You cannot store a feature or number on it.

**B03:#Reply Msg...
CLR TEL# FEATR**

A feature is stored on this button. Press **Show** to see the feature code. A full list of names and codes for features is included in the index.

**Code:F#65...
CLR TEL# FEATR**

Shows the feature code stored on a button. Press **Show** to see the button number and feature name.

**B04:160455512...
CLR TEL# FEATR**

The button has a telephone number stored on it. Press **Show** to see the rest of the number.

**Externl tel #...
CLR TEL# FEATR**

The autodial is an external number. Press **Show** to see what line or pool the call is programmed to go out on.

**Internl tel #...
CLR TEL# FEATR**

The autodial is an internal number. Press **Show** to see more information.

B05:Intercom...

The button is used for intercom. Press **Show** to see more information about the button. You cannot store a feature or number on it.

B06:Answer 93

The button is used for an Answer DN. You cannot store a feature or number on it.

**B07:Blank button
CLR TEL# FEATR**

Either nothing is stored on the button or you have just cleared the button by pressing **CLR**.

B10:Handsfree

The button is occupied by the Handsfree feature. You cannot store a feature or number on it.

Voice Call

Feature 6 6

Making a voice call

You can make an announcement or begin a conversation through the speaker of another telephone in the system.

1. Press Feature 6 6.

Muting voice call tones

When a voice call begins at your telephone, you hear a beep every 15 seconds as a reminder that the microphone is on. You can stop it beeping.

1. Pick up the receiver or press Handsfree Mute.

Answering a voice call without touching your telephone

If Handsfree Answerback is assigned to your telephone, you can respond to a voice call without touching the telephone.

1. When someone makes a voice call to you, simply start talking. Your telephone's microphone picks up your voice.

Preventing voice calls to your telephone

Feature 8 8

You can prevent your telephone from receiving voice calls.

1. Press Feature 8 8. Voice calls will ring like regular internal calls. Your other calls proceed normally.

Canceling Voice Call Deny

Feature # 8 8

You can cancel Voice Call Deny.

1. Press Feature # 8 8.

Displays

Dial voice call

Dial the internal number or press the internal autodial button of the person to whom you want to speak.

Microphone muted

Your handsfree microphone is muted. Press Handsfree Mute or pickup your receiver to respond to the voice call.

No voice call

The telephone receiving the call cannot accept voice calls for one of the following reasons: it is active or ringing with another call; it is in Call Forward mode; it is in Do Not Disturb mode; it has Voice Call Deny turned on; it is not a Norstar telephone.

Your call proceeds automatically as a regular ringing call.

Voice call

The line is open for you to speak.

Tips

Once you have answered a voice call, you can put it on hold, transfer it, or otherwise treat it as a normal call.

The system coordinator assigns Handsfree Answerback to a telephone in Administration programming. You can not assign Handsfree Answerback capability to the M7100 telephone.

User cards

This chapter includes reproductions of the *Telephone Feature Card*, the *Prime Telephone User Card* and the *Norstar Telephone User Cards*. You can photocopy parts of this chapter for co-workers who do not have the original cards.

To best assist your co-workers, you should familiarize yourself with general Norstar feature operation and with the specific operation of each Norstar telephone model.

Using Norstar features

Using a Norstar[®] feature

1. Press **Feature** and enter the desired feature code on the dial pad.
or
Press a programmed memory button.
2. Follow the display messages.

On a two-line display telephone, some features are also available on display buttons.

Programming memory buttons

You can program memory buttons for one-touch access to frequently used features.

1. Press **Feature** * **3**.
2. Press the memory button that you want to program. (This step is not necessary on the M7100 telephone.)
3. Press **Feature** and enter the feature code on the dial pad.

You can also program frequently dialed numbers, using the following codes:

Feature * **1** External autodial: Store an external number for one-touch dialing.

Feature * **2** Internal autodial: Store an internal number for one-touch dialing.

See your Telephone User Card for details.

You cannot program line, incoming line group, intercom, answer, or Handsfree/Mute buttons.

Norstar features

Background Music

Feature **8 6**

Cancel **Feature** **# 8 6**

Listen to music (provided by your office) through your telephone speaker when you are not on a call.

Button Inquiry

Feature * **0**

Check what is programmed on any button. Use when labeling buttons.

Call Duration Timer

Feature **7 7**

Briefly display the approximate length of your current or most recent call.

Call Forward

Feature **4**

Cancel **Feature** **# 4**

Send your calls to another telephone in your Norstar system.

Call Park

Feature **7 4**

Put a call on hold so that it can be picked up from any telephone in your Norstar system. The display shows a three-digit retrieval code.

To retrieve a parked call, press **Intercom** and dial a retrieval code on any telephone in your Norstar system. On the M7100 telephone, just lift the receiver and dial the retrieval code.

Call Pickup - directed

Feature **7 6**

Answer any ringing telephone.

Press **Feature** **7 6** and dial that telephone's extension number.

Call Pickup - group

Feature **7 5**

Answer a call that is ringing at another telephone in your pickup group. The external call that has been ringing longest is answered first.

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Call QueuingFeature

Answer the next call. If more than one call is waiting, priority is given to incoming external calls over callback, camped, or transferred calls.

Camp-onFeature

Re-route a call to another telephone even if all its lines are busy.

Press Feature , then dial the extension number of the receiving telephone.

Class of service passwordFeature

Change the dialing filters on a line or telephone, or gain external access to your system. Dialing filters determine which numbers you can dial.

Press Feature and enter a password provided by your system coordinator to change your class of service.

ConferenceFeature

Establish a conference call between yourself and two other parties.

1. Make or answer the first call.
2. Put the first call on hold.
3. Make or answer the second call.
4. After the second call is connected, press Feature .
5. Press the line or intercom button of the first held call (not required on the M7100 telephone).
6. Press to end the conference call.

To remove yourself from a conference permanently (unsupervised conference):

Press Feature . The other two callers remain connected. (Some external lines may not support this feature. See your system coordinator.)

To put a conference on hold:

Press . The other two callers can still talk to each other.

To split a conference:

Press the line or intercom button of one caller to consult privately while the other caller is on hold. To re-establish the conference, press Feature .

To disconnect one party:

Press the line or intercom button of the caller you want to disconnect, then press . Press the line or intercom button of the remaining caller to resume your conversation.

To independently hold two calls:

Press the line or intercom button of the first caller, then press . The second caller is automatically put on hold. To re-establish the conference, retrieve one call from hold, press Feature , then retrieve the second call from hold.

Contrast adjustmentFeature

Adjust the contrast of your display.

Press Feature , then press a number from to (depending on your telephone). Press to set your choice.

Dialing modesFeature

Choose one of three methods of dialing.

1. Press Feature .
2. Press to select the mode.
3. Press to store the mode.

Standard Dial: Select a line, then dial the number. (Standard Dial is always available, even when another dialing mode is selected.)

Automatic Dial: Dial the number without choosing a line button first. Your prime line is automatically selected for the call.

Pre-Dial: Dial the number, then press a line button to place the call. Edit the number by pressing **[Left]** **[Right]** before placing the call.

Do Not Disturb

Feature **[8]** **[5]**

Cancel Feature **[#]** **[8]** **[5]**

When you are not on a call prevent incoming calls, except priority calls, from ringing at your telephone. When you are on a call, block an incoming priority call.

Group Listening

Feature **[8]** **[0]** **[2]**

Cancel Feature **[#]** **[8]** **[0]** **[2]**

Use both the receiver and speaker while you are on a call. To avoid electronic feedback, keep the receiver away from the speaker during the call, and press **[Rls]** to hang up.

Hold

Hold **[]**

Temporarily suspend a call.

To retrieve a held call, press the line button for the held call. (Press **[Hold]** on the M7100 telephone.)

Exclusive Hold

Feature **[7]** **[9]** or Feature **[]** Hold **[]**

Temporarily suspend a call and prevent other telephones from picking it up.

Language Choice

Feature **[*]** **[5]** **[0]** **[1]**

Select English as the language for the telephone display.

Feature **[*]** **[5]** **[0]** **[2]**

Select French as the language for the telephone display.

Feature **[*]** **[5]** **[0]** **[3]**

Select Spanish as the language for the telephone display.

Last Number Redial

Feature **[5]**

Automatically redial the last external telephone number that you dialed.

Line pools

Feature **[6]** **[4]**

With a line pool, telephones can share several lines for making calls.

1. Press Feature **[6]** **[4]** or Intercom **[]**.
2. Enter a line pool access code. (See your system coordinator for a list.)

Line Redirection

Feature **[8]** **[4]**

Cancel Feature **[#]** **[8]** **[4]**

Send calls arriving on an external line to another telephone outside your Norstar system. (Some external lines may not support this feature. See your system coordinator.) This feature is not available on the M7100 telephone.

Link

Feature **[7]** **[1]**

Generate a Link signal **[]** to access a PBX or other host exchange.

Long Tones

Feature **[8]** **[0]** **[8]**

Generate a tone for as long as you hold down a button. This is used to communicate with devices like fax or answering machines. Long tones are in effect only for your current call.

MessagesFeature **Cancel** Feature

Send a message to a Norstar telephone's display to have someone call you back.

To view and reply to your messages:

1. Press Feature .
2. Press and to view your message list.
3. Press to call the person who left you the message.

To erase a message:

1. Press while viewing a message.

Moving line buttonsFeature

Change the position of your line or incoming line group buttons.

1. Press Feature .
2. Press the line button that you want to move.
3. Press the button that you want to move the line to.
4. Press . The two buttons are exchanged.
5. Switch the button caps.

Line buttons cannot be exchanged with intercom, answer or Handsfree/Mute buttons.

PageFeature and code (1 to 3) and zone (0 to 6)

Make a page announcement through either the internal (code 1) or external (code 2) speakers, or both (code 3). Zone 0 pages all zones.

Internal pageFeature and zone (0 to 6)

Make a page announcement to all, or to a specific group of, Norstar telephones, through the telephone speakers. Zone 0 pages all zones.

External pageFeature

Make a page announcement through an external loudspeaker system.

Internal and external pageFeature and zone (0 to 6)

Make a page announcement through both your Norstar telephone speakers and an external loudspeaker system. Zone 0 pages all zones.

PauseFeature Program in an external autodial sequence to insert a 1.5 second delay .For pulse dialing: also inserts a 1.5 second delay.**Priority Call**Feature

Interrupt a person who is on a call or using Do Not Disturb.

A person on another call can press Feature to block your priority call.**Privacy**Feature

Change the privacy setting for an external line. If a line normally has privacy, this permits another telephone that shares the line to join your call by selecting the line while you are using it. If a line normally has privacy disabled, this prevents another telephone that shares the line from joining your call by selecting the line while you are using it. The privacy setting is re-established once you end your call or when you enter the Privacy feature code again.

Programmed ReleaseFeature * 8 9Program at the end of an external autodial number to automatically release **21** the call.**Ring Again**Feature 2**Cancel** Feature # 2

Monitor a busy or unanswered telephone, or a busy line pool within your system. Ring Again signals you to call back when the telephone or line pool becomes available.

Ring typeFeature * 6

Select a distinctive ring to help differentiate between your telephone and others nearby.

1. Press Feature * 6.
2. Enter the ring type number (1 to 4).
3. Press Hold .

Ring volumeFeature * 8 0

Make your telephone ring so that you can adjust the volume. You can also adjust the volume any time your telephone rings.

Run/StopFeature * 9Store more than one autodial number or external carrier feature code on one memory button by inserting a break point **5** between numbers or codes. The first press of the button dials the first number or code; the next press dials the next number or code. You can program up to four numbers or codes separated by break points.**Saved Number Redial**Feature 6 7

Save a number to redial later. Enter the code while you are on a call that you have dialed to save the number. Enter the code when you are not a call to redial the saved number.

Service Modes**Show service modes**Feature 8 7 0

Display the modes that have been turned on at a designated control set.

Extended ringingFeature 8 7 1**Cancel** Feature # 8 7 1

Turn on one of six modes for alternative ringing/call answering arrangements from a designated control telephone.

Alternative restrictionsFeature 8 7 2**Cancel** Feature # 8 7 2

Turn on one of six modes for alternative restrictions on particular lines or telephones from a designated control telephone. You will be required to enter the Administration password.

Alternative routingFeature 8 7 3**Cancel** Feature # 8 7 3

Turn on one of six modes for alternative routing on particular lines or telephones from a designated control telephone. You will be required to enter the Administration password.

Speed DialFeature 0

Dial an external telephone number using a two-digit code. There are two types of speed dial codes: system (01 to 70) and personal (71 to 94). System speed dial codes can be used from any Norstar telephone in the system. They are assigned by your system coordinator. Personal speed dial codes are used exclusively at your telephone.

To make a call using a speed dial code:

1. Press Feature 0.
2. Enter the two-digit code for the number (01 to 70 for system speed dial, 71 to 94 for personal speed dial).

To program personal speed dial numbers:

1. Press **Feature** .
2. Enter a two-digit code from 71 to 94.
3. Specify the external line by pressing a line button, a line pool button, or the intercom button. If you don't specify the external line, the system automatically chooses a line for the call.
4. Dial the telephone number you want to program (up to 24 digits).
5. Press **Hold** .
6. Record the code and number you have just programmed.

You cannot program personal speed dial numbers while someone else is programming your Norstar system.

Time

Feature

Briefly display the time and date while you are on a call.

Transfer

Feature

Send a call to another telephone within your Norstar system, or to an external telephone. You may not be able to transfer a call on an external line to an external telephone, depending on the capabilities of the lines.

1. Make or answer a call.
2. Press **Feature** .
3. Call the person you want to transfer the call to.
4. Stay on the line if you wish to speak to the person first.
5. Press **Ris** to complete the transfer.

If an external call is transferred to a busy internal or network extension, or is not answered after a few rings, the call automatically rings you back.

Trunk Answer

Feature

Answer an external call that is ringing on a line that has been placed into a Service Mode from any telephone in your Norstar system. This feature does not work for a private line.

Voice call

Feature

Make a voice announcement or begin a conversation through the speaker of another Norstar telephone without first making the other telephone ring.

Voice call deny

Feature

Cancel **Feature**

Prevent your telephone from receiving voice calls.

Do Not Disturb (**Feature**) also prevents your telephone from receiving voice calls.

Wait for dial tone

Feature

Program in an external autodial number to cause the system to wait to receive dial tone **■5** from another system before proceeding with the dialing sequence.

Call Display Services

The following features are available only if you subscribe to Call Display services from your local telephone company.

Autobumping

Feature Cancel Feature

Have the system automatically delete the oldest log entry from a full Call Log, so that a new log entry can be stored.

Call

Information

Feature

Display the name, number or line name of a ringing or held call. Press to move through the information displays.

Call Log

Feature

Call Log displays use the following special characters:

- 1 (underline) identifies a new item
- 2 identifies answered calls
- 5 identifies long distance calls
- / identifies that the information has been shortened

To view your Call Log:

- Press to view old items.
Press to view new items.
Press to return to the last viewed item.
- Press and to move through your items.
- Press to view more information on an item.

To erase a Call Log item:

- Press while viewing an item.

To return a call from your Call Log:

- Display the desired number on your telephone.
- Edit the number, if required. You can add numbers for long distance dialing or line pool access or remove numbers using .
- Press a line button.
- Lift the receiver.

Call Log options

Feature

Select the type of calls that will automatically be stored in your Call Log. Press to see the next setting. Press to select the displayed setting.

Call Log password

Feature

Program a four-digit password for your Call Log. To remove a forgotten password, see your system coordinator.

Logit

Feature

Store caller information for your current call in your Call Log.

Using your prime telephone

Your telephone has been programmed as a prime telephone for particular external lines on your system. This means that any external call on those lines that is not answered, or gets transferred, parked, or put on hold and is not picked up, or any call that for one reason or another is not being handled, rings at your telephone. Your system can have several prime telephones.

Understanding rings and indicators

Your telephone rings differently for different types of calls. External calls ring normally, internal calls give two short rings. Redirected external calls ring as internal calls.

The indicator beside a button tells you the status of a call on a line, line pool, answer, or intercom button.

lit	The line is active on a call.
fast flash	You have put a call on hold on that line.
medium flash	There is an incoming call.
slow flash	Somebody else has put a call on hold on that line.
unlit	The line is available.

Interpreting display messages

When an unanswered call rings at your telephone, you may see one of the following displays:

DND from 223

The person at telephone 223 has forwarded a call to you using Do Not Disturb.

DND transfer

The system transferred a call to you from a telephone in Do Not Disturb mode.

DRT Line001

Nobody answered this call, so the system transferred it to you.

Held by CAROL

Carol held a call too long, so the system transferred the call to you.

**Line001 callback
CALLBACK**

A call on line 001 was camped, parked, or transferred, but no one answered it. Press **CALLBACK** or the line button to connect to the call.

Line001 to Prime

There is no telephone that can receive a call on line 001, so the system transferred it to you.

Line007>BRENDA

A call on line 007 was forwarded or routed to Brenda, but was not answered.

Line007 Line121

The call coming in on line 007 was routed to target line 121. Line 121 is busy so the system transferred the call to you.

Handling calls

Answering many calls

Sometimes calls come in faster than you can answer them. When you have several calls ringing, use Call Queuing to answer the next call.

1. Enter the Call Queuing feature code (Feature).

If more than one call is waiting, priority is given to incoming external calls over callback, camped, or transferred calls.

Leaving a message for a co-worker

You can use Norstar's Message feature to leave someone a message to call you.

1. Enter the Message feature code (Feature).
2. Press ADD. (This step is not necessary on a telephone with a one-line display.)
3. Dial the internal number of the person you want to send a message to.

That person's telephone displays **Message for you**.

Transferring a call

When you want to transfer a call to someone:

1. Press TRANSFER.
2. Dial the number of the person you want to transfer the call to.
3. If you want to speak to the person first, wait for them to answer.
4. Press JOIN.

Transferring a call when a telephone is busy

When a telephone is busy, or when transfer is denied, you can use Camp-on to transfer a call.

1. Enter the Camp-on feature code (Feature).
2. Dial the internal number of the person you want to transfer the call to.

The person is notified that they have a camped call waiting.

Transferring a call to a co-worker who is not at their desk

If a person is not at their desk, but it's important that you get a call to them, you can park the call and announce it using Page.

1. Enter the Call Park feature code (Feature). The display shows the retrieval code.
2. Press PAGE.
3. Select the appropriate type of page. Your system coordinator can explain the different types to you.
4. Page the person and ask them to answer the call using the retrieval code.

The person can retrieve the call from any Norstar telephone.

Interrupting a co-worker's current call

If your co-worker is on a call and a second important call comes in, you can interrupt their current call.

1. Dial the number of your co-worker. The display reads **On another call**.
2. Enter the Priority Call feature code. (Feature).

After a pause, your call goes through. Your co-worker can stop your priority call from going through, using the Do Not Disturb feature code. (Some prime telephones may not support this feature. See your system coordinator.)

Monitoring the status of someone's telephone

If you have an autodial button or an answer button with an indicator programmed for someone's telephone, you can monitor the status of their telephone by watching the indicator next to their button. You can also use Ring Again to tell you when a busy or unanswered telephone becomes available.

1. Dial the number of the person you want to speak to. You will hear either ringing, or a busy signal.
2. Press **LATER**. The display reads **Ring Again?**.
3. Press **YES**.

When the person hangs up or next uses their telephone, your telephone rings and the display asks if you want to call the person. Press **YES** to call them.

Making sure calls are answered when you are away from your desk

When you are away from your desk, you can make sure calls get answered by forwarding your calls to someone else.

1. Enter the Call Forward feature code (Feature).
2. Dial the number of the person who will be answering your calls.

Your calls now ring at that person's telephone.

To cancel Call Forward:

1. Enter the Cancel Call Forward feature code (Feature).

A more sophisticated way to provide alternate answering while you are away is to invoke a Service Mode. Ask your system coordinator for more information on Service Modes.

Providing backup answering for internal calls

In addition to providing backup answering for external calls, you can provide backup answering for people's internal calls using Call Forward. Individuals can forward all their calls to you. Your system can also be programmed so that you answer all calls to telephones that are busy or do not answer. See your system coordinator for information on Call Forward Busy and Call Forward No Answer.

Personalizing your telephone

Programming memory buttons for frequently used features

You can program memory buttons for one-touch access to features that you use often like Transfer, Message, and Ring Again.

1. Press **Feature** * **3**.
2. Press the button you want to program.
3. Press **Feature** and enter the feature code you want to program.
4. Label the button.

You can now use the feature by simply pressing the programmed button. You cannot program line, incoming line group, intercom, answer, or Handsfree/Mute buttons.

Programming memory buttons for frequently called numbers

You can program memory buttons for one-touch access to numbers that you call often.

1. Press **Feature** * **1** to program an external number or **Feature** * **2** to program an internal number.
2. Press the button you want to program.
3. For external numbers, if you want this autodial button to use a particular line or line pool, select that line or line pool.
4. Enter the number you want to program.
5. For external numbers, press **Hold** or **OK** when finished.
6. Label the button.

You can now call the person by simply pressing the programmed button. You cannot program line, incoming line group, intercom, answer, or Handsfree/Mute buttons.

Moving line buttons

You can arrange the buttons on your telephone to suit your needs.

1. Press **Feature** * **8** **1**.
2. Press the line button you want to move.
3. Press the button you want to move that line to.
The buttons are exchanged.
4. Press **Rls**.
5. Exchange the button caps.

You cannot choose a button other than a line or incoming line group button as the button to move in step 2. You cannot exchange a line button with an answer, intercom or Handsfree/Mute button.

Your Norstar M7100 telephone

Release button

cancels active calls.

Display

shows the time, date, call information and guides you while using Norstar* features.

Memory button

is programmable to store a feature or to automatically dial internal or external number.

Dial pad
Feature button

starts or ends a feature.

Volume control
Hold button

Button inquiry

Confirm that your memory button has the correct snap-on cap by checking its programming.

1. Release all calls and open lines with dial tone.
2. Press **Feature** * 0 .
3. Read the display.
4. Press **Feature** when finished.

Adjusting display contrast

1. Press **Feature** * 7 .
2. Press 1 to 9 for the level you want.

Selecting a ring type and volume

1. Press **Feature** * 6 .
2. Press 1, 2, 3 or 4 to hear the different types of rings.
3. While the telephone is ringing, press **Volume** to adjust the volume.
4. Press **Feature** to store the ring.

Adjusting receiver or telephone speaker volume

1. Press **Volume** when using the receiver or the speaker.

Important: All M7100 telephones Release 09 (REL 09) and higher comply with the *Americans with Disabilities Act (ADA)*. See the label on the bottom of the telephone for the Release marking.

* Meridian and Norstar are trademarks of Northern Telecom.

Making calls

Internal calls

1. Pick up the receiver.
2. Dial the internal number.

External calls

1. Pick up the receiver.
2. Dial (or your system's external line access code).
3. Dial the external telephone number.

Note: Internal numbers and the external access code are supplied by your system coordinator.

Making and answering a second call

The M7100 telephone allows you to have two calls active at the same time. By using you can switch between calls.

To answer a second call while on another call

1. Press to put the first call on hold.
The second call automatically comes onto the line.

To hold a call and make a second call

1. Press to put the first call on hold.
2. Dial the telephone number for the second call.

To return to the first call

1. Press again to return to the first call on hold.
The second call is automatically put on hold.

To hold a call

1. Press .
2. Press again to return to the call on hold.
Check the display for confirmation or additional information.

Programming the memory button

About the memory button



The memory button can store a telephone number or feature code to give you one touch dialing or feature activation. You can change the memory button by programming it with a new number or feature code.

Memory button

Remember: Press * to check the memory button.

Programming memory buttons

External autodial

1. If you are on a call or an open line with dial tone, press or .
2. Press * .
3. Dial the external number.
4. Press to store the number.
5. Label your new button.

Internal autodial

1. If you are on a call or an open line with dial tone, press or .
2. Press * .
3. Dial the internal number.
4. Label your new button.

Features

1. If you are on a call or an open line with dial tone, press or .
2. Press * .
3. Press and the feature code.
4. Label your new button.

Erasing memory buttons

1. If you are on a call or an open line with dial tone, press or .
2. Press * .
3. Press to erase the button.

Your Norstar M7208 telephone

Display

shows the time, date, call information and guides you while using Norstar* features.

Indicators

appear beside active lines and features.

Feature button

starts or ends a feature.

Release button

cancels active calls.

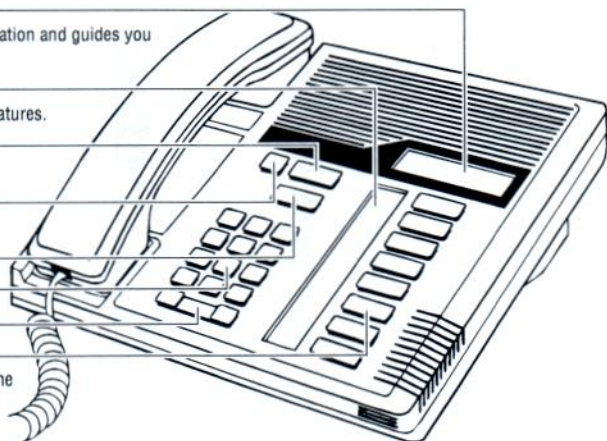
Hold button

Dial pad

Volume control

Memory and line buttons

are buttons with indicators for one touch dialing, feature operation or line access.



Button Inquiry

Confirm that your memory and line buttons have the correct snap-on caps by checking their programming.

1. Release all calls and open lines with dial tone.
2. Press **Feature** * 0.
3. Press the button you want to check.
4. Read the display.
5. Press **Feature** when finished.

Adjusting display contrast

1. Press **Feature** * 7.
2. Press a number on the dial pad for the contrast level you want; the higher the number the higher the contrast level.

Selecting a Ring Type and volume level

1. Press **Feature** * 6.
2. Press 1, 2, 3 or 4 to hear the different types of rings.
3. While the telephone is ringing, press **Volume** to adjust the volume.
4. Press **Feature** to store the ring.

Adjusting receiver or telephone speaker volume

1. Press **Volume** when using the receiver or the speaker.

Important: All M7208 telephones Release 16 (REL 16) and higher comply with the *Americans with Disabilities Act (ADA)*. See the label on the bottom of the telephone for the Release marking.

* Meridian and Norstar are trademarks of Northern Telecom.

Making calls

About line buttons

Norstar systems can have different types of line buttons. Match the line buttons on your telephone with the ones below for instructions on how to use them.

Intercom

Line 1

Internal calls using Intercom buttons

1. Pick up the receiver.
2. If ► appears beside an Intercom button, then dial.

OR

Press an Intercom button without ►, then dial.

External calls using numbered Line buttons

1. Pick up the receiver.
2. When ► appears beside a numbered Line button, then dial.

OR

Press a numbered Line button without ►, then dial.

Note: Internal numbers are supplied by your system coordinator.

4321

Internal calls using extension buttons

1. Pick up the receiver.
2. When ► appears beside an extension button, then dial.

External calls using extension buttons

1. Pick up the receiver.
2. When ► appears beside the extension button, dial (or your system's external line access code) and the number.

Hold

Holding Calls

1. Press . The ► flashes beside the line on hold.
2. Press the line button with the flashing ► to return to the call.
Check the display for confirmation or additional information.

Automatic hold

Calls are put on hold automatically when you switch from one line to another.

Handsfree
Mute

This button operates the telephone's built-in microphone and speaker in place of the receiver. Your system coordinator can program Handsfree to your telephone.

Making calls

1. Press instead of picking up the receiver.

Switching between Handsfree and handset

1. Press and replace the handset to switch to Handsfree.
2. Pick up the receiver to switch back.

Using Mute

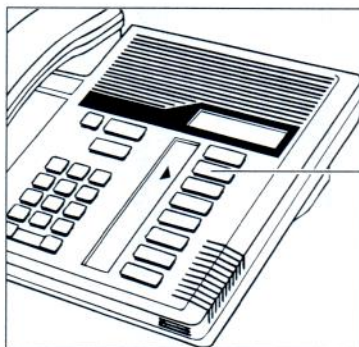
1. Press to turn the microphone OFF.
2. Press again to turn the microphone ON.

Dialing without lifting the handset

1. Press a line button without ►, then dial your call.
2. When answered, pick up the receiver, or press .
3. If the call is not answered, or the line is busy, press .

Programming memory buttons

About the memory buttons



Memory buttons are the buttons with indicators other than line or Handsfree buttons. Memory buttons store telephone numbers or feature codes to give you one touch dialing or feature activation. You can change what a memory button does by just programming it with a new number or feature. You cannot program a line or Handsfree button.

Remember: Press * to check a memory or line button.

Programming memory buttons

External autodial

1. If you are on a call or an open line with dial tone, press or .
 2. Press * .
 3. Press a memory button.
 4. Dial the external number.
 5. Press to store the number.
 6. Label your new button.
-

Internal autodial

1. If you are on a call or an open line with dial tone, press or .
 2. Press * .
 3. Press a memory button.
 4. Dial the internal number.
 5. Label your new button.
-

Features

1. If you are on a call or an open line with dial tone, press or .
 2. Press * .
 3. Press a memory button.
 4. Press and the feature code.
 5. Label your new button.
-

Erasing memory buttons

1. If you are on a call or an open line with dial tone, press or .
 2. Press * .
 3. Press the memory button you want to erase.
 4. Press to erase the button.
-

Your Norstar M7310 telephone

Shift button

For using the top function of a dual-memory button

Display

shows the time, date, call information and guides you while using Norstar* features. The lower line of the display is reserved for display button instructions.

Dual-memory buttons

store any two features and/or autodial numbers.

Display buttons

Feature button

starts or cancels a feature.

Release button

cancels active calls.

Hold button

Dial pad

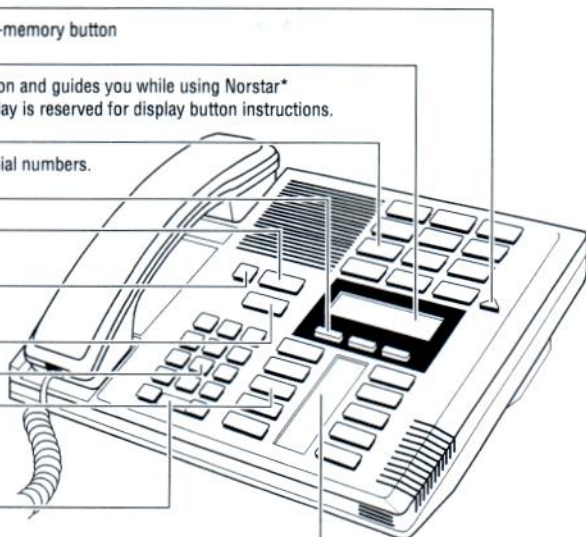
Memory and line buttons

are buttons with indicators for one touch dialing, feature operation or line access.

Volume control

Indicators

appear beside active lines and features.



Using display buttons

Display buttons change with each feature you use. The labels for display buttons appear in capital letters directly above them on the second line of the display. A display button with an "OK" label above it is represented as OK in this card.



Button inquiry

Confirm that your memory and line buttons have the correct snap-on caps by checking their programming.

1. Release all calls or open lines with dial tone.
2. Press Feature * 0 .
3. Press the button(s) you want to check and read the display.
4. Press Feature when finished.

Adjusting display contrast

1. Press Feature * 7 .
2. Press UP or DOWN for the level you want.
3. Press OK when finished.

Selecting a ring type and volume level

1. Press Feature * 6 .
2. Press 1, 2, 3 or 4 to hear the different types of rings.
3. While the phone is ringing, press Left Arrow Right Arrow to adjust the volume.
4. Press OK to store the ring.

Important: All M7310 telephones Release 16(REL 16) and higher comply with the *Americans with Disabilities Act (ADA)*. See the label on the bottom of the telephone for the Release marking.

* Meridian and Norstar are trademarks of Northern Telecom.

Making calls

About line buttons

Norstar systems can have different types of line buttons. Match the line buttons on your telephone with the ones below for instructions on how to use them.

Intercom
Line 1

Internal calls using intercom buttons

1. Pick up the receiver.
2. If ► appears beside an intercom button, then dial.
OR
Press an intercom button without ►, then dial.

External calls using numbered line buttons

1. Pick up the receiver.
2. When ► appears beside a numbered line button, then dial.
OR
Press a numbered line button without ►, then dial.

Note: Internal numbers are supplied by your system coordinator.

4321

Internal calls using extension buttons

1. Pick up the receiver.
2. When ► appears beside an extension button, then dial.

External calls using extension buttons

1. Pick up the receiver.
2. When ► appears beside the extension button, then dial [9] (or your system's external line access code) and the number.

Hold

Holding Calls

1. Press [Hold]. The ► flashes beside the line on hold.
2. Press the line button with the flashing ► to return to the call.
Check the display for confirmation or additional information.

Automatic hold

Calls are put on hold automatically when you switch from one line to another.

Handsfree
Mute

This button operates the telephone's built-in microphone and speaker in place of the receiver. Your system coordinator can program Handsfree to your telephone.

Making calls

1. Press [Handsfree Mute] instead of picking up the receiver.

Switching between Handsfree and handset

1. Press [Handsfree Mute] and replace the handset to switch to Handsfree.
2. Pick up the receiver to switch back.

Using Mute

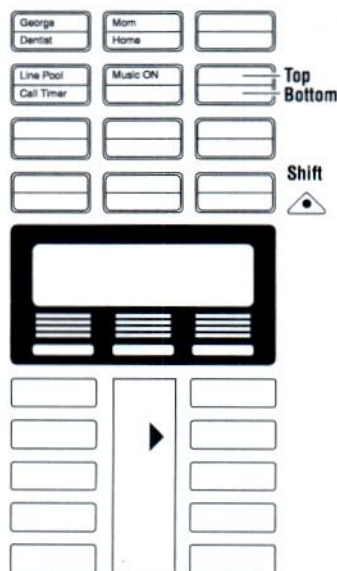
1. Press [Handsfree Mute] to turn the microphone OFF.
2. Press [Handsfree Mute] again to turn the microphone ON.

Dialing without lifting the handset

1. Press a line button without ►, then dial your call.
2. When answered, pick up the receiver, or press [Handsfree Mute].
3. If the call is not answered, or the line is busy, press [Rls].

Programming memory buttons

About memory buttons



There are two types of memory buttons: single-memory and dual-memory. Memory buttons store telephone numbers or feature codes to give you one touch dialing or feature activation.

Dual-memory buttons

To use the **bottom** function, press the dual-memory button. To use the **top** function, press the shift button, then press the dual-memory button.

Single-memory buttons

Single-memory buttons are the buttons with indicators other than line or Handsfree buttons.

Remember: Press **Feature** * **0** to check a memory or line button.

Programming memory buttons

External autodial

1. If you are on a call or an open line with dial tone, press **Hold** or **Rls**.
2. Press **Feature** * **1**.
3. Press a memory button.
4. Dial the external number.
5. Press **OK** to store the number.
6. Label your new button.

Internal autodial

1. If you are on a call or an open line with dial tone, press **Hold** or **Rls**.
2. Press **Feature** * **2**.
3. Press a memory button.
4. Dial the internal number.
5. Label your new button.

Features

1. If you are on a call or an open line with dial tone, press **Hold** or **Rls**.
2. Press **Feature** * **3**.
3. Press a memory button.
4. Press **Feature** and the feature code.
5. Label your new button.

Erasing memory buttons

1. If you are on a call or an open line with dial tone, press **Hold** or **Rls**.
2. Press **Feature** * **1**.
3. Press the memory button you want to erase.
4. Press **OK** to erase the button.

Your Norstar M7324 telephone

Memory and line buttons

are buttons with indicators for one touch dialing, feature operation or line access.

Display

shows the time, date, call information and guides you while using Norstar® features. The lower line of the display is reserved for display button instructions.

Display buttons

Dial pad

Volume control

Feature button

starts or cancels a feature.

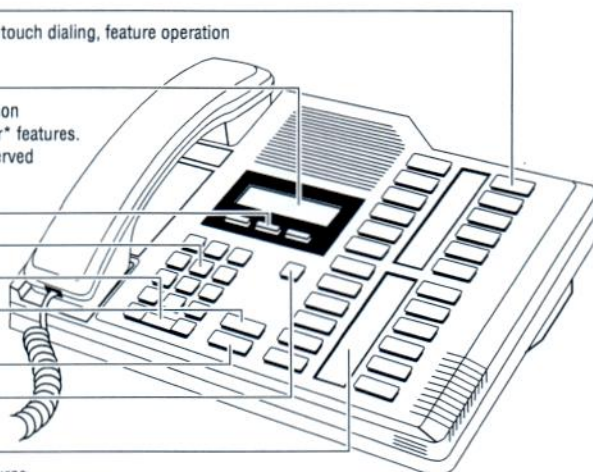
Hold button

Release button

cancels active calls.

Indicators

appear beside active lines and features.



Using display buttons

Display buttons change with each feature you use. The labels for display buttons appear in capital letters directly above them on the second line of the display. A display button with an "OK" label above it is represented as OK in this card.



Button inquiry

Confirm that your memory and line buttons have the correct snap-on caps by checking their programming.

1. Release all calls or open lines with dial tone.
2. Press Feature * 0 .
3. Press the button(s) you want to check and read the display.
4. Press Feature when finished.

Adjusting display contrast

1. Press Feature * 7 .
2. Press UP or DOWN for the level you want.
3. Press OK when finished.

Selecting a ring type and volume level

1. Press Feature * 6 .
2. Press 1, 2, 3 or 4 to hear the different types of rings.
3. While the telephone is ringing, press ◀ ▶ to adjust the volume.
4. Press OK to store the ring.

Important: All M7324 telephones Release 10 (REL 10) and higher comply with the *Americans with Disabilities Act (ADA)*. See the label on the bottom of the telephone for the Release marking.

* Meridian and Norstar are trademarks of Northern Telecom.

Making calls

About line buttons

Norstar systems can have different types of line buttons. Match the line buttons on your telephone with the ones below for instructions on how to use them.

Intercom
Line 1

Internal calls using intercom buttons

1. Pick up the receiver.
2. If ► appears beside an intercom button, then dial.
OR
Press an intercom button without ►, then dial.

External calls using numbered line buttons

1. Pick up the receiver.
2. When ► appears beside a numbered line button, then dial
OR
Press a numbered line button without ►, then dial.

Note: Internal numbers are supplied by your system coordinator.

4321

Internal calls using extension buttons

1. Pick up the receiver.
2. When ► appears beside an extension button, then dial.

External calls using extension buttons

1. Pick up the receiver.
2. When ► appears beside the extension button, then dial [a] (or your system's external line access code) and the number.

Hold

Holding Calls

1. Press [Hold]. The ► flashes beside the line on hold.
2. Press the line button with the flashing ► to return to the call.
Check the display for confirmation or additional information.

Automatic hold

Calls are put on hold automatically when you switch from one line to another.

Handsfree
Mute

This button operates the telephone's built-in microphone and speaker in place of the receiver. Your system coordinator can program Handsfree to your telephone.

Making calls

1. Press [Handsfree Mute] instead of picking up the receiver.

Switching between Handsfree and handset

1. Press [Handsfree Mute] and replace the handset to switch to Handsfree.
2. Pick up the receiver to switch back.

Using Mute

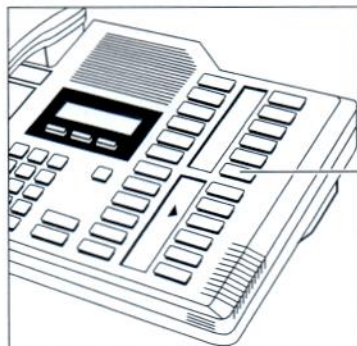
1. Press [Handsfree Mute] to turn the microphone OFF.
2. Press [Handsfree Mute] again to turn the microphone ON.

Dialing without lifting the handset

1. Press a line button without ►, then dial your call.
2. When answered, pick up the receiver, or press [Handsfree Mute].
3. If the call is not answered, or the line is busy, press [Rls].

Programming memory buttons

About memory buttons



Memory buttons are the buttons with indicators other than line or Handsfree buttons. Memory buttons store telephone numbers or feature codes to give you one touch dialing or feature activation. You can change what a memory button does by just programming it with a new number or feature.

If you have programmed a memory button with an internal number the indicator comes on when the number is busy.

Remember: Press * to check a memory or line button.

Programming memory buttons

External autodial

1. If you are on a call or an open line with dial tone, press or .
 2. Press * .
 3. Press a memory button.
 4. Dial the external number.
 5. Press **OK** to store the number.
 6. Label your new button.
-

Internal autodial

1. If you are on a call or an open line with dial tone, press or .
 2. Press * .
 3. Press a memory button.
 4. Dial the internal number.
 5. Label your new button.
-

Features

1. If you are on a call or an open line with dial tone, press or .
 2. Press * .
 3. Press a memory button.
 4. Press and the feature code.
 5. Label your new button.
-

Erasing memory buttons

1. If you are on a call or an open line with dial tone, press or .
 2. Press * .
 3. Press the memory button you want to erase.
 4. Press **OK** to erase the button.
-

Glossary

A

Access code: A sequence of characters used to gain entry into any type of Norstar system programming.

Administration: A programming section that lets you assign and maintain certain settings on the Norstar system. Administration programming is performed by the system coordinator.

Administration access code: To access Administration programming, press

Feature * * A D M I N .

You will be asked for an Administration password.

Administration password: A one-to six-digit password that prevents unauthorized access to Administration programming. The Administration password can be assigned and changed in Administration programming.

Alarm code: A number that appears on the alarm telephone's display, informing you that the ICS has detected a fault in the system.

Alarm telephone: A telephone that is designated to receive reports of Norstar system problems. This function is usually assigned to a prime telephone. The alarm telephone is assigned by the installer or customer service representative.

Allow Redirect: A sub-heading in Administration programming that allows you to set whether Line Redirection can be used from that telephone.

Analog Terminal Adapter (ATA): A device that permits the connection of analog telecommunication devices such as fax machines, answering machines, and single line telephones to the Norstar system. (See also ATA Answer Timer)

Answer button: A telephone button with an indicator that is used to monitor another telephone. The answer button indicates incoming calls destined for the other telephone. One telephone can have up to five answer buttons. An answer button is automatically assigned to a telephone when that telephone is assigned an answer DN.

Answer DN: A directory number (DN) of a telephone that is monitored by an answer button. Up to five answer DNs can be assigned to a telephone by the customer service representative.

ATA Answer Timer: A programmable delay between the last digit you dial on a device connected to an analog terminal adaptor (ATA) and when the call is received at the central office (CO).

Autobumping: A feature that determines what the system does with new Call Log items when your Call Log is full. When Autobumping is on, a new log entry causes the oldest entry to be deleted.

If Autobumping is off, your Norstar system does not log calls when your log is full.

Autodial button: A memory button that, if programmed, provides one-touch dialing of external or internal numbers.

Autolog options: A feature that allows you to select the type of calls that are stored in your Call Log. You can choose to log calls that were not answered by anyone within the system, to log calls that were unanswered at this telephone but answered elsewhere in the system, to log all calls answered and not answered at this telephone, or to not have calls automatically logged.

Automatic Dial: A feature that allows you to dial without having to pick up the receiver or select a line. You must have a prime line to use Automatic Dial.

Automatic Handsfree: A feature that automatically activates Handsfree operation when you make or answer a call. Automatic Handsfree is assigned in Administration programming.

Automatic Hold: A feature that automatically places an active call on hold when you select another line. Automatic Hold is programmed by your customer service representative.

Automatic Privacy: See Privacy.

Automatic Route Selection (ARS): See Routing Service.

Automatic Telephone Relocation: A feature that lets a telephone retain its personal and system programming when it is plugged into a different Norstar modular jack. Automatic Telephone Relocation is enabled by your customer service representative.

Auxiliary ringer: A separate external telephone ringer or bell that can be programmed to ring when a line or a telephone rings. An auxiliary ringer may be programmed to ring only when the system is in a particular service mode. Programming of an auxiliary ringer is done in Administration programming after the feature has been enabled by your customer service representative.

B

Background Music: A feature that lets you hear music from the speaker of your Norstar telephone. It is available only if a music source has been attached to the ICS and the feature has been enabled by your customer service representative.

Busy Lamp Field (BLF): A device with a liquid crystal display (LCD) panel of indicators that shows the status of up to 24 telephones in the Norstar system. The BLF shows a telephone as busy if it is active on a call, has Do Not Disturb turned on, or is being used for programming. The BLF attaches to the M7310 telephone.

Button caps: Interchangeable plastic caps that fit over the buttons of Norstar telephones. They are used to indicate the features programmed onto each programmable memory button. Button caps are either preprinted or have clear windows that allow you to label the buttons.

Button Inquiry: A feature that allows you to check the function of each programmable button on your Norstar telephone.

Bypass Restrictions: A setting that allows you to override any Call Restrictions applied to specific System Speed Dial numbers. Bypass Restrictions can be turned on in Administration programming.

C

Call Duration timer: A feature that lets you see how long you spent on your last call or how long you have been on your present call.

Call Forward: A feature that forwards all the calls arriving at your telephone to another telephone in your Norstar system. To have calls forwarded outside the system, use Line Redirection.

Call Forward No Answer: A feature that forwards all calls arriving at your telephone to another designated telephone in your Norstar system after a specific number of rings. Call Forward No Answer is assigned in Administration programming.

Call Forward On Busy: A feature that forwards all calls at your telephone to another designated telephone if your telephone is busy. This feature is assigned in Administration programming.

Call Information: A feature that allows you to display information about incoming calls. For external calls, you can display the caller's name, telephone number and the line name. For an internal call, you can display the name of the caller and their internal number. You can obtain information about ringing, answered, or held calls.

Call Log: Enter your Call Log to view a record of incoming calls. The log could contain the following information for each call: sequence number in the Call Log, name and number of caller, long distance indication, indication if the call was answered, time and date of the call, number of repeated calls from the same source, and name of the line that the call came in on. See Autobumping, Autolog options, and Logit for further information.

Call Park: A feature that allows you to place a call on hold so that someone can retrieve it from any other telephone in the Norstar system by selecting an internal line and entering a retrieval code. The retrieval code appears on the display of your telephone when you park the call. You can park up to twenty-five calls on the system at one time.

Call Park Callback: See Callback.

Call Park prefix: The first digit of the retrieval code of a parked call. This digit cannot conflict with the first digit of any existing DNs, Line Pool access codes, the Direct-dial digit, or the external line access code. The default Call Park prefix digit is "1". It may be set to none, in which case Call Park is disabled. Call Park prefix is assigned by your customer service representative.

Call Pickup Directed: A feature that lets you answer a call ringing at any Norstar telephone by entering the internal number of that telephone before taking the call. Call Pickup Directed is activated by your customer service representative.

Call Pickup Group: See Pickup Group.

Call Queuing: A feature that allows you to answer calls in order of priority if you have several calls waiting at your telephone. Priority is given to external incoming calls, followed by callback and camped calls.

Callback: A feature that returns parked, camped or transferred calls to your telephone if they are not answered at another telephone. How long the system will wait before Callback occurs is set by your customer service representative.

Camp-on: A feature that lets you reroute a call to a telephone even if all the lines on that telephone are busy. To answer a camped call, use Call Queuing or select a line if the camped call appears on your telephone. Priority is given to queued calls over camped calls.

Camp timeout: The length of a delay before a camped call is returned to the telephone that camped the call. This delay is set by your customer service representative.

Capabilities: A section heading in Administration programming, that covers the dialing filters, remote access packages, set abilities, and line abilities that can be assigned to Norstar lines, telephones, or Class of Service passwords.

Central answering position (CAP): An M7324 telephone that has been designated a CAP by your installer or customer service representative. The CAP provides backup answering and can be used to monitor the telephones within a Norstar system. One or two CAP modules can be attached to a CAP to increase the number of lines it can handle.

Central answering position (CAP) module: A module connected to an M7324 telephone that provides 48 additional buttons that can be used as autodial buttons or feature buttons. A maximum of two CAP modules can be connected to a single M7324 telephone.

Class of Service (COS): The set of Norstar features and lines available to the user. The Class of Service for a call is determined by the dialing filters and remote access packages assigned to the telephone in Administration programming. The Class of Service for a call can be changed by entering a six-digit Class of Service password. (Internal users cannot change their access to features with a COS password, only their dialing filters.)

Class of Service and Class of Service passwords: are assigned in Administration programming. See Remote Access.

Class of Service password: A six-digit code that lets you switch from your current Class of Service to one that lets you dial numbers prohibited by your current Class of Service.

Companion Wireless: (XC 1.1 system only) The name for Northern Telecom communication systems which use radio technology to transmit and receive signals between its components and the Norstar system. Companion Wireless provides mobility in the workplace. Calls that used to ring just at your Norstar set can also appear and ring at your portable.

Companion portable telephone (XC 1.1 system only): Hand-held wireless sets which allow complete mobility within the reach of Companion Base Stations or an external antenna. Portables offer many but not all Norstar features and share much of the same programming as "wired" desk sets.

Conference: A feature that allows you to establish a three-person call at your Norstar telephone.

Conference using privacy: A feature that allows you to turn privacy off for a call allowing another person with the same line to press the line button and join in your conversation, forming a conference. Normally your calls are private; no one else can pick up your line and join in.

Contrast Adjustment: A feature that allows you to set the contrast level of your telephone display.

Control telephone: A telephone that can place the lines and telephones for which it has responsibility in or out of a Service Mode. A telephone is programmed as a control telephone and has lines and telephones assigned to it in Administration programming.

COS: See Class of Service.

Cursor: A short horizontal line that appears on the Norstar telephone display to indicate that characters can be entered using the dial pad.

D

Data Communications Interface (DCI): A Norstar device that lets you attach an RS-232 data device to your Norstar system.

Data terminal: A device, such as a modem, that can be used to transfer data instead of sound over a telephone network. You cannot use Norstar programming to set up such devices. See the documentation that accompanies the device.

Date: See Show Time or Time and Date.

Defaults: The settings for all Norstar features when the system is first installed. Settings are changed from their defaults in Administration programming and by your customer service representative. In this manual, default settings are shown in **bold** text.

Delayed Ring Transfer (DRT) to Prime:

A feature that transfers an unanswered call on an external line to the prime telephone associated with that line after a specified number of rings. This feature is activated by your customer service representative.

Destination code: A number that looks like a Norstar internal number, but is translated by the system to dial an external telephone number. This allows transparent dialing in a network. These numbers are programmed by your customer service representative.

Dial mode: The dialing mode of a line can be either tone or pulse. Pulse is traditionally used by rotary dial telephones. Tone is also referred to as dual-tone multifrequency (DTMF) tones. Dial mode can be programmed by your customer service representative.

Dialing filter: A feature that prevents certain telephone numbers or feature codes from being dialed through a combination of restrictions and exceptions. Dialing filters can be applied to lines (line filters, remote filters), to telephones (set filters), to specific lines on a telephone (line/set filters), and to Class of Service passwords (user filters, remote filters). Different line, set, and remote filters can also be applied for each of six Service Modes. The Norstar Modular system can handle up to 100 dialing filters.

Direct inward system access (DISA):

A feature that lets remote users dial directly into the Norstar system and use Norstar features. Callers hear stuttered dial tone and are required to enter a Class of Service password to gain access to the system. See Remote Access.

Direct-dial: A feature that lets you dial a designated telephone inside or outside your Norstar system with a single digit. As many as five Direct-dial telephones can be established. Each telephone in the system is assigned to one Direct-dial telephone. There is a single, system wide digit for calling the assigned Direct-dial telephone of any telephone. Direct-dial telephones are established in Administration programming. Telephones are assigned to a Direct-dial telephone in Administration programming.

Direct-dial number: A digit used system wide to call a Direct-dial telephone. The digit is programmed by your customer service representative.

Directed Pickup: See Call Pickup Directed.

Directory number (DN): A unique number that is automatically assigned to each telephone or data terminal. The DN, also referred to as an internal number, is often used to identify a telephone when settings are assigned during programming. Default DN assignments start at 21 in a two-digit (non-expanded) system and 221 in a three-digit (expanded) system.

DISA: See Direct inward system access.

DISA DN: A received number assigned to the Norstar direct inward system access facility. If a caller dials a number that is assigned to the DISA DN, the caller hears stuttered dial tone and must enter a Class of Service password. Once the password is accepted, the caller hears system dial tone and can use remote access features. See Remote access.

Disconnect supervision:

Disconnect Supervision enables the Norstar system to monitor a line and detect if an external caller hangs up. The system then releases the line for other uses. Your installer or customer service representative assigns disconnect supervision to loop start lines. E&M and DID trunks are always supervised. See Unsupervised line.

Display: A liquid crystal display (LCD) on the Norstar telephone that guides you through feature operation and programming.

Display button: One of three buttons located directly beneath the display on M7310 and M7324 telephones. During feature operation or programming, some or all of these buttons may be used to provide further options. If an option is available, it is shown in the bottom line of the two-line display, directly above the corresponding display button. Display buttons are represented in this manual as underlined capitals, e.g. OK.

Display digits: A subheading in Administration programming that allows you set whether an assigned name or the actual number is displayed when someone uses a system speed dial code.

DN: See Directory number.

DRT delay: The number of rings before a Delayed Ring Transfer occurs. This is assigned by your customer service representative.

DRT to prime: See Delayed Ring Transfer to prime.

E

Emergency telephone: A single-line telephone (also referred to as a 500/2500 telephone) that becomes active when there is no power to the Integrated Communication System.

Event message: An item stored in the system log and displayed during a Maintenance session. Event messages record a variety of events and activities in the Norstar system.

Exceptions: A component of a dialing filter. Exceptions are numbers you can dial even if they are forbidden by a more general Restriction. See Restrictions.

External call: A call to a destination outside the Norstar system.

External Call Forward: See Line Redirection.

External code: The number you dial to get an external line. The default is 9, but this can be changed by your customer service representative. You do not always need an external code. It is primarily to support the M7100 telephone and single-line telephones using an Analog Terminal Adapter (ATA).

External line: A line on your Norstar telephone used for making calls to destinations outside the Norstar system.

External music source: See Music source.

External paging: A feature you can use to make voice announcements over an externally-mounted loudspeaker connected to the Integrated Communication System. The external speaker is not a Norstar component and must be supplied by the customer.

Extra-dial telephone: A heading in Administration programming that allows you to assign an extra direct-dial telephone when a service mode is active. You can have one extra-dial telephone for Ringing service in each of the six service modes.

F

Feature button: A button that activates many Norstar features when it is pressed and followed by a feature code. The Feature button is also used to exit a feature.

Feature code: A number that is used to activate a particular feature.

Forward: See Call Forward.

Forward delay: The number of rings before an unanswered call is forwarded to another telephone when the Call Forward No Answer feature is on. Forward delay is assigned in Administration programming.

Forward No Answer: See Call Forward No Answer.

Forward On Busy: See Call Forward On Busy.

Full Autohold (on idle line): A feature that, when activated, puts a line on hold when you select an available line and then do something that selects another line. Full Autohold is activated by your customer service representative.

Full Handsfree: See Handsfree.

G

Group Listening: A feature that allows you to have others in your office hear a caller through your phone's speaker. The caller hears you only when you speak into the receiver and cannot hear other people in the office.

H

Handsfree: A feature you can use to make calls without using the telephone receiver. Full Handsfree is activated in Administration programming. When it is activated, a Handsfree/Mute button is automatically assigned to the telephone.

Handsfree (HF) Answerback: A feature that automatically turns on the microphone at a telephone receiving a Voice Call so that the person receiving the call can respond without lifting the receiver. Handsfree Answerback is activated in Administration programming.

Handsfree/Mute button: See Handsfree.

Headset: A head-mounted or ear-mounted telephone receiver that is used instead of the hand-held receiver. Headsets are not Norstar components and must be supplied by the customer.

Held (Line) Reminder: An indication that an external call has been placed on hold for a certain period of time. Your Norstar telephone rings and displays the message On hold: LINENAM, where LINENAM is the name of the line held the longest. The Held Line Reminder feature and Remind delay are programmed by your customer service representative.

HF Answerback: See Handsfree Answerback.

Hold button: A button used to suspend calls so that the person using the telephone can perform another task without disconnecting the caller.

Hookswitch Flash: See Link time.

Host system signaling: (Also referred to as end-to-end signaling.) Norstar telephones can access a remote system or dial a number on an alternate carrier by means of host feature activation, such as Link, Pause and Run/Stop.

Hotline: A feature that automatically calls a preassigned number when the telephone's receiver is lifted or the Handsfree/Mute button is pressed. A Hotline number can be an internal or external number. Hotline is programmed in Administration programming.

I/C: An abbreviation of intercom.

Incoming line group: A group of lines used for incoming calls. Incoming line groups provide a way of giving a telephone access to several incoming lines without taking up many line buttons. A line is assigned to be part of an incoming line group by your installer or customer service representative.

Installer: A person who installs the Norstar equipment, and performs initial system programming. The Installer or the system coordinator can program Administration settings.

Integrated Communication System (ICS): The central hardware component in the Norstar system. The ICS has its own processor and memory, and provides a physical point of connection for the various types of devices, telephones, and expansion modules used in Norstar. The ICS can function on its own as a basic system (with 32 Norstar telephones and up to 48 external lines), or with the addition of a Trunk Module (TM) that supports more external lines, or a Station Module (SM) that supports more Norstar telephones.

Intercom button: A button that provides access to internal lines used for calls within a Norstar system and access to external lines through a line pool or external code. A telephone may be assigned zero to eight Intercom buttons. This is done by the customer service representative.

Internal line: A line on your telephone dedicated to making calls to destinations inside your Norstar system. An internal line may still connect you with an external caller if you use it to access a line pool or to pick up a call using Norstar call handling features such as Call Park or Call Pickup Directed.

Internal number: A number (also referred to as a directory number or DN) that identifies a Norstar telephone or device.

Internal user: A person using a Norstar telephone within a Norstar system.

K

Key Service Unit (KSU): Please see Integrated Communication System (ICS).

L

Last Number Redial: A feature that allows you to redial the last external number you dialed.

Line: The complete path of a voice or data connection between one telephone (or other device) and another.

Line abilities: The heading in Administration programming under which you assign Line Filters, Remote Filters, and Remote Access Packages to lines.

Line filter: See Dialing filter.

Line names: The subheading in Administration programming that allows you to assign names to external lines.

Line number: A number that identifies an external line. The total number of lines depends on how many Trunk Modules are installed.

Line pool: A group of lines used for making external calls. Line pools provide an efficient way of giving a telephone access to external lines without taking up many line buttons. A line is assigned to be a member of a line pool by your customer service representative.

Line Pool access code: A number that identifies a line pool. Line pool access codes are assigned by your customer service representative.

Line Profile: A feature you can use to review the settings programmed to lines by the customer service representative and by Administration programming. The settings cannot be changed with this feature. Line profile is available only on M7310 and M7324 telephones.

Line Redirection: A feature that allows you to redirect all calls on an incoming line to a destination outside the Norstar system. Once a line is redirected it cannot be answered within the Norstar system. The system may be set up to give a brief ring when a call comes in on a redirected line. This feature differs from Call Forward in two ways. It redirects only external calls (not internal calls) and it redirects calls to destinations outside the system. Call forward redirects calls only to destinations inside the Norstar system. See Call Forward and Redirect Ring.

Link: If your Norstar system is connected to a Private Branch Exchange (PBX), you can use a Link signal to access special features. The Link signal can also be included as part of a longer stored sequence on an External Autodial button or in a Speed Dial code. The Link symbol (☎) uses two of the 24 spaces in a dialing sequence.

Link time: A specific time delay that allows access to PBX features through a Norstar system. Link time is also referred to as a Hookswitch Flash or Recall. Link time is assigned by your customer service representative.

Logit: A feature that allows you to manually log call information when you are connected to a call.

Long Tones: A feature that lets you control the length of a tone so that you can signal devices such as fax or answering machines which require tones longer than the standard 120 milliseconds.

M

M7100 telephone: A telephone that has a one-line display and one programmable memory button without an indicator.

M7208 telephone: A telephone that has a one-line display and eight programmable memory buttons with indicators.

M7310 telephone: A telephone that has a two-line display, three display buttons, 10 programmable memory buttons with indicators, and 12 dual-memory programmable buttons without indicators.

An M7310 telephone can be equipped with a Busy Lamp Field.

M7324 telephone: A telephone with a two-line display, three display buttons, and 24 programmable memory buttons with indicators. An M7324 telephone can be equipped with a CAP module.

Maintenance: A type of programming your installer or customer service representative can use to diagnose and repair problems in the Norstar system. Maintenance requires no programmable settings.

Memory buttons: The buttons that can be programmed to dial frequently used features or numbers automatically.

Message: A feature that allows you to indicate to another internal user that you would like them to call you.

Mode: See Service Modes.

Mode names: A sub-heading in Administration programming that allows you to assign names to Service Modes. You can use up to seven characters to name a Service Mode.

Mode times: A sub-heading in Administration programming that allows you to assign start and stop times to Service Modes. You can assign different start and stop times for each day of the week.

Move Line buttons: A feature that allows you to move external lines to different buttons on your telephone.

Music source: A radio or other source of music that can be connected to the Integrated Communication System to provide music for the Music on Hold and Background Music features. A music source is not part of the Norstar system and must be supplied by the customer.

N

Names: A feature that allows you to assign System Speed Dial numbers, external lines, and telephones in Administration programming. You can use up to sixteen characters to name a System Speed Dial number, and seven characters to name a telephone or line. If a Name has not been assigned, the line number or DN appears on the display instead of a name.

Night Service: See Service Modes.

O

On hold: A setting that controls whether external callers hear music, periodic tones, or silence when they are placed on hold. This setting is programmed by your customer service representative.

Overlay: See Programming overlay.

Overflow: A setting in Routing Service that allows users to decide what path an outgoing call will take if all the lines used in a particular route are in use when the call is made.

P

Page: A feature you can use to make announcements over the Norstar system. You can choose Internal Page (announce over the telephone speakers), External Page (announce over an externally-mounted, customer-supplied loudspeaker), or both Internal and External Page.

Page Time out: A specified amount of time before a Page Announcement session ends.

Park mode: Park mode is a programming feature that allows you to select the order by which call park retrieval codes are assigned. By default, the system is configured to assign the lowest code available. The second option assigns codes in a cyclical fashion from the lowest to the highest. See also Call park and Call park prefix.

Page zone: An area in the office that receives internal page announcements independently of the rest of the office. Each page zone is identified by a number. Telephones are assigned to page zones in Administration programming.

Park prefix: See Call park prefix.

Park timeout: A delay before an unanswered parked call returns to the telephone that parked it. Park timeout is set by your customer service representative. See Call Park.

Password: A specific sequence of digits that you enter to gain access to Norstar programming, to override dialing restrictions, or to use Remote Access with DISA. Passwords are also required for System Startup and Administration programming. See Class of Service password.

Pause: A character that inserts a 1.5 second delay in a dialing sequence on an external line.

Personal Speed Dial: A two-digit code (71-94) that can be programmed to dial external telephone numbers. Personal Speed Dial numbers are programmed for each telephone, and can be used only at the telephone on which they are programmed.

Pickup Group: A group of telephones. A telephone can be placed into one of nine Call Pickup Groups. A call ringing at a telephone within a Pickup Group can be picked up at any other telephone within the same Pickup Group. A telephone is assigned to a Pickup Group in Administration programming.

Pool: See Line pool.

Portable telephone: See Companion portable telephone

Pre-dial: A feature that allows you to enter a number and check it on your telephone display before it is actually dialed. If the number is incorrect, you can edit it. The number is dialed only when you pick up the receiver or select a line.

Prime line: A line on your telephone that is automatically selected when you lift the receiver, press the Handsfree/Mute button or use an external dialing feature. A Prime line is assigned to a telephone by your customer service representative.

Prime telephone (Prime set): A telephone that provides backup answering for incoming calls on external lines. The Prime telephone for a line will ring for any unanswered calls on that line. A Prime telephone is assigned to a line by your customer service representative.

Priority Call: A feature you can use to make a Voice call to a telephone that is idle, busy or has Do Not Disturb activated. This feature is enabled for a telephone in Administration programming.

Privacy: A feature that determines whether a Norstar user may select a line in use at another telephone and join an established call. Privacy is set by your customer service representative, but can be turned on and off by users during individual calls.

Private line: See Private to.

Private network: A telephone network consisting of owned or leased telephone lines used to connect different offices of an organization independently of the public network.

Private to: A line assigned to one telephone as a Private line by your customer service representative. The line cannot appear on any other telephone, except the Prime telephone for that line. Private lines cannot be placed into line pools.

Programming: A series of procedures that set the way the Norstar system works. Programming includes system-wide settings and individual telephone and line settings.

Programming overlay: A paper template that is placed over the top four memory buttons with indicators on the M7310 or M7324 telephone during programming. The overlay labels indicate the special function that each of the four buttons takes on during programming.

Programming reminder: A chart on which you can record some commonly used settings from Administration programming to keep the Norstar system's records up-to-date.

Public line: An external line that can be assigned to any telephone and to many telephones. A line is assigned as Public by your customer service representative.

Public network: The regular telephone network that connects most homes and businesses.

R

Recall: See Link time.

Receiver: The handset of a telephone.

Redirect ring: A subheading in Administration programming that allows you to set whether a line that has been redirected through Line Redirection gives a short ring on those telephones on which the line appears.

Remind delay: A feature that causes a telephone to beep and display the message On hold: LINENAM when a call has been on hold for a programmable period of time. This period is the Remind delay, and is programmed by your customer service representative.

Remote access: The ability to dial into a Norstar system from outside the system and make use of selected Norstar features. The lines, features, and dialing capabilities available to a remote user are determined by the Class of Service. If the remote access line is answered with DISA, the user must enter a Class of Service password to gain access to the Norstar system's features.

Remote access dial filter: See Remote filter.

Remote access package: A subheading in Administration programming that allows you set up access to Paging and line pools for remote users.

Remote capability: A subset of Norstar features that is available to users connected through Remote Access.

Remote filter: A dialing filter applied to a line in order to control which digits can be dialed during an incoming remote access call. It is the equivalent of a telephone filter for a remote user.

Remote paging: A feature that allows remote users to use the Norstar paging feature. Access to this feature is governed by the Class of Service for the call. See Remote Access and Class of Service.

Remote User: A person who calls into a Norstar system from a telephone outside that system and uses Norstar features or lines. See Remote Access.

Restriction service: A sub-heading in Administration programming that allows you to assign alternate dialing filters for Service Modes. It is also a feature that lets you activate the restriction service part of a Service Mode.

Restrictions: A component of a Dialing filter. Restrictions are numbers you cannot dial when that Dialing filter is in effect. See Exceptions.

Ringin: A programming function done by your customer service representative that assigns a line to ring or not ring at a telephone. If a line has been assigned as "No ring", an incoming call is shown only by a flashing indicator.

Ringin service: A sub-heading in Administration programming that allows you to assign which telephones ring during a Service Mode. It is also a feature that lets you activate the ringin service part of a Service Mode.

Ringin Set: A telephone that has been assigned to ring when a line has been placed into a Service Mode. Ringin telephones are assigned in Administration programming.

Ris button: A button that ends a call in the same way that hanging up the receiver does. It may also be used to end Startup, Administration programming, Maintenance sessions and feature operations.

Routing service: A sub-heading in Administration programming that allows you to assign alternate call routing for Service Modes. It is also a feature that lets you activate the routing service part of a Service Mode. Installers can set up routing to create a transparent or coordinated dialing plan or to direct calls to the least expensive lines according to a Service Mode schedule.

Run/Stop: A character that creates a breakpoint in a programmed external dialing sequence. When you press a programmed key, the system dials the number up to the Run/Stop. When you press it again, the system dials the digits following the Run/Stop.

S

SAPS: See Station Auxiliary Power Supply.

Selective line redirection: See Line Redirection

Service Modes: A feature that provides alternate ringin and telephone access, alternate dialing filters, and alternate call routing at different times of the day and on different days of the week. One or more of the alternate services can be activated at a time. Certain features become active when one or more lines or telephones are placed into a Service Mode. Service Modes settings are assigned in Administration programming.

Set: A telephone.

Set ability: A subheading in Administration programming under which set filters, line/set filters, and a variety of system features are assigned to individual telephones.

Set Copy: A heading is Configuration programming that allows you to copy programmable settings from one telephone to another of the same type. Set Copy provides two options: duplicating System Data and User Data, or duplicating System Data only. Set Copy does not provide the same copy capability as COPY, which is more selective of the settings that can be duplicated.

Set filter: See Dialing filter.

Set Names: A subheading in Administration programming that allows you to assign Names of up to seven characters to telephones.

Set Profile: A feature you can use to review the settings that have been programmed by your customer service representative and by yourself in Administration programming. The settings cannot be changed with this feature. Set Profile is available only on the M7310 and M7324 telephones.

Set Relocation: See Automatic Telephone Relocation.

Set lock: A feature that allows you to limit the number of features that may be used or programmed at a telephone. Full telephone lock allows very few changes or features, Partial telephone lock allows some changes and features, and No telephone lock allows any change to be made and any feature to be used. Telephone lock is assigned in Administration programming.

Shift button: A small triangular button beside the dual-memory buttons on the upper half of the M7310 telephone. Press the shift button to store or access features on the top half of the dual-memory buttons.

Show Time: A feature that allows you see the current date and time on the Norstar telephone display while you are on a call.

Startup programming: A procedure that initializes the system programming to defaults. When a Norstar system is first installed and powered up, System Startup must be performed before any programming can be done.

Station: An individual telephone or other Norstar device.

Station Auxiliary Power Supply (SAPS): A device which provides power to a Norstar telephone that is connected more than 305 m (1000 ft) and less than 760 m (2500 ft) from the Integrated Communication System, or to a CAP module.

Supervised line: A line for which disconnect supervision is enabled. If an external caller hangs up, the Norstar system detects the disconnection and hangs up its line also.

System coordinator: A person responsible for customizing the Norstar system through Administration programming and for helping co-workers use the Norstar system.

System Data: An option in the Set Copy function. System Data refers to the system settings that apply to all telephones and lines.

System Data consists of the programmable settings from System Startup and Administration programming. It also includes the setting programmed by your customer service representative.

System Speed Dial: In Administration programming, a heading under which you can assign up to 70 numbers as System Speed Dial numbers.

System Speed Dial Code: A two-digit code (01 to 70) that can be programmed to dial a telephone number up to 24 digits long. System Speed Dial codes are programmed for the entire Norstar system in Administration programming.

System Speed Dial Name: A subheading in Administration programming under which you can assign a name to a System Speed Dial number.

System Startup: See Startup programming.

T

Tandem call: A call established when a remote user dials into the Norstar system and uses the system to place an outgoing call. The combination of the incoming and outgoing calls forms a tandem call. See Remote Access.

Target line: A line dedicated to receiving calls from outside the Norstar system.

TCM line (Time Compression Multiplexing line): A two-wire digital station loop joining the cross-connect at the Integrated Communication System to a telephone.

Time and Date: A display description. The current Time and Date appear on the display of idle Norstar telephones. The Time and Date can be changed in Administration programming.

Transfer: A feature that lets you redirect a call to another telephone in your Norstar system, over a network or outside your Norstar system.

Transfer Callback: A feature that returns a transferred call if it is not answered after a specific number of rings. The number of rings is programmed by your customer service representative. Transfer Callback does not apply to calls transferred externally.

Trunk: A physical connection between the Norstar system and the outside world using either the public telephone system or a private network.

Trunk Answer: A feature you can use to answer a call on any line that has an active Service Mode, even if that line does not appear on your telephone. Trunk Answer is activated in Administration programming.

U

Unsupervised line: A line for which disconnect supervision is disabled. If an external caller hangs up, the Norstar system does not detect the disconnection and does not hang up its line. See Disconnect Supervision.

User Data: An option in the Set Copy feature. User Data refers to the personal settings that are unique to an individual telephone, and are not programmed by the customer service representative or Administration programming. User Data is programmed at each telephone. These settings, for example, include Personal Speed Dial and the assignment of programmable memory buttons.

User Filter: See Dialing filter.

V

Voice Call: A feature you can use to make an announcement or begin a conversation through the speaker of another telephone in the Norstar system. The telephone you call does not ring. Instead, the person you call hears a beep and then your voice. Their telephone beeps periodically to remind them that their microphone is open.

W

Wait for dial tone: A feature that causes of sequence of numbers to pause until dial tone is present on the line before continuing to dial. The Wait for dial tone symbol (■) uses two of the 24 spaces in a dialing sequence.

Index

Symbols

- § Long Distance symbol 82
- § Link symbol 158
- § Pause symbol 158
- § Programmed Release symbol 158
- § Run/Stop symbol 159
- § Wait for Dial Tone symbol 159

A

- Access denied 118, 122, 148, 165, 181, 194
- accessing
 - external lines 108
 - line pool 88
- Accidental Disconnect Protection 106
- adjusting display contrast 151
- Administration
 - access code 20
 - password 59
 - programming 2, 15
- alarm codes 102
- alarm telephone 102
- allocating log space 60
- Allow calls 154
- Allow last no 5
- Allow last number redial
 - programming 46
- Allow link 5
- Allow redirect
 - programming 44
- Already joined 89, 141

- Already parked 139
- Analog Terminal Adapter
 - dialing modes 153
- answer button 75
- answering the telephone 79
- ATA (see Analog Terminal Adapter)
- ATA Answer Timer
 - programming 45
- Auto Call Info programming 61
- Auto handsfree programming 41
- Autobumping 132
- Autobumping OFF 136
- Autobumping ON 136
- autodial
 - buttons 77
 - line selection 124
 - programming 122
 - using a line pool 164
- Autodial full 122, 194
- Automatic Dial 152
- Automatic Handsfree 92
- Automatic Hold 156
- Automatic Telephone Relocation 106
- auxiliary ringer
 - programming 42

B

- Background Music 16, 125
- BKSP 18, 117
- busy 89, 180
- busy tone 112
 - fast 113
- Button erased 122

Button Inquiry 92, 126**buttons**

- answer 75
- autodial 77
- button numbering on all
telephone types 97, 203
- changing button
programming 97, 203
- erasing programmed
features 93
- Feature 75
- for programming 17
- function inquiry 92
- Hold 76
- Last Number Redial 162
- line 77
- memory 77
- moving line 176
- programmed feature 77
- programming features 93
- Release 77

Bypass restrictions 25**bypassing**

- a Hotline telephone 104

C**Call 221? 82****Call blocked 179****Call Display**

- answering calls on a priority
basis 8
- incoming calls 7
- options for setup 8

Call Display Button Cap Kit 138**Call Display information 79****Call Duration Timer 127****Call for you 136****Call Forward 128**

- and Line Redirection 129,
168

No Answer 43, 128**on Busy 42, 128****overriding 128****programming 42, 43****Call Information 130****Call Log 9, 132****Autobumping 133****automatic 62****calling from within 134****deleting log items 133****limiting users 10****log space 62****logging call manually 133****Logit 133****options 100, 132, 206****password 63, 135****sample configurations 10–
14****using 132****Call logged 136****call overflow 109****Call Park 139****prefix 72, 140****Call Pickup 141****directed pickup 141****group pickup 141****programming reminders 72****Call Queuing 143****call routing 57****overflow 58****Call Service programming 61****Call Services 19****call transfer 197****Call transferred 197****Call(s) bumped 136****called 173**

- Calling 89, 180
- Calls for you 136
- Camp denied 144
- Camp max 144
- Camp to 144
- Camped 82, 144
- Camp-on 144
- Can't ring again 89, 182
- Can't send msg 173
- CANCEL 117
- Cancel denied 173
- Cancel for 173
- canceling
 - Background Music 125
 - Call Forward 128
 - feature 119
- CAP (see central answering position)
- Capabilities 19
- Capabilities programming 33
- central answering position 70, 102
- central office feature codes
 - restricting 34
- CHANGE 18
- Class of Service password 49
 - changing 150
 - line filter 50
 - programming 49
 - remote access package 50
 - user filter 50
- Cleared>LINENAM 173
- clearing a hung line 107
- Code 163
- Conf. on hold 148
- Conference busy 148
- conference call 146–149
 - by releasing privacy 181

- creating 146
- Configuration programming 2, 15
- Contrast adjustment 151
- Contrast level 151
- control telephone 188, 189, 190
 - programming 54
- controlling
 - remote access 113
 - volume 78
- COPY 18
- customizing
 - Call Display services 61

D

- date display 196
- default
 - dialing filters 35
 - directory number length 21
 - line filters 47
 - remote access packages 37
 - set filter 39
- deleting
 - Call Log items 133
 - Call Log password 135
- Denied in admin 118, 141, 163, 177, 179, 192
- destination code 195
- dial tone
 - Norstar system 113
 - stuttered 113
- Dial voice call 208
- dialing
 - direct-dial telephone 103
 - options 100, 206
 - pulse 95
 - saved number 185
 - tone 95

- dialing filter
 - changing 106
 - Class of Service password 150
 - creating 34
 - defaults 35
 - exceptions 36
 - feature codes 34
 - for remote callers 47
 - line filter 46, 50
 - line/set filter 39
 - overriding 150
 - programming 34, 57
 - remote user 48
 - restrictions 36
 - set filter 38
 - user filter 50
 - wild card character 34
 - dialing modes 92, 152
 - Automatic Dial 152
 - Pre-Dial 152
 - Standard Dial 152
 - Direct Inward System Access 114
 - Direct-Dial 19
 - direct-dial telephone 72, 85, 103
 - digit 72
 - programming 42
 - direct-dial telephones 31
 - Directed Pickup 141
 - directory numbers 21
 - DISA (see Direct Inward System Access)
 - DISA DN 72
 - display 118
 - adjusting contrast 151
 - changing the language 100, 206
 - contrast 100, 206
 - language 161
 - time and date 196
 - display buttons
 - equivalents for one-line display 117
 - used for programming 18
 - Display digits 24
 - displaying
 - Call Information 130
 - numbers on telephone 24
 - distinctive rings 183
 - DN (see directory numbers)
 - DND 144
 - DND from 84
 - DND transfer 84
 - Do Not Disturb 154
 - Do not disturb 89, 154, 180, 198
 - Do Not Disturb on Busy 43
 - DRT 84
- ## E
-
- emergency telephone 103
 - En español 161
 - En français 161
 - Enter code 93, 194
 - Enter digits 123, 165, 194
 - Enter zone 177
 - entering
 - Administration 20
 - names 22
 - numbers 21
 - Erased> 173
 - erasing
 - Call Log items 134
 - memory button 93
 - Evening 53, 186
 - exception (see dialing filter)

Exchanged 176
 exiting Administration 20
 Expensive route 89
 external autodial
 programming 122
 external Call Forward (see Line
 Redirection)
 external line access code 72, 86
 Extra-0 telephone (see extra-dial
 telephone)
 extra-dial telephone
 activating 188
 programming 56

F

Feature

User Preferences ☐ ☐
 ☐ ☐ ☐ ☐ 96, 202
 fast busy tone 113
 feature
 canceling 119
 programmed buttons 77
 Feature button 75
 Feature code 94
 Feature moved 94
 Feature timeout 118
 1st Display
 programming 63
 Forward delay
 programming 43
 Forward denied 128
 Forward to 129
 Forward> 129
 forwarding calls 128

G

Get call first 139
 Group Listening 155
 Group Pickup 141

H

handsfree
 change to regular call 87
 making calls 86
 muting 86
 Handsfree Answerback
 programming 41
 Voice Call 208
 Handsfree/Mute button 41
 headset 75
 using 76
 hearing aid compatibility 76
 Hidden number 90, 123, 162,
 185
 Hold 156
 conference call 146
 exclusive 156
 listening while on hold 156
 Hold button 76
 Hold or release 94, 123, 136,
 173
 host system signaling 158
 Link 158
 Pause 158
 Programmed Release 158
 Run/Stop 159
 Wait for Dial Tone 159
 Hotline 104
 bypassing 104
 programming 44
 hung lines
 clearing 107

I

In English 161
 In use 90, 166, 173
 In use SETNAME 136
 Inactive feature 118

- incoming line group 109
- incoming line group button 76, 77
- Incoming only 123, 166
- inquiring about button functions 92
- Intercom 166
- Intercom # 123
- internal autodial
 - programming 122
- internal numbers
 - length of 21, 107
- Invalid code 118, 159, 163, 194
- Invalid location 176
- Invalid number 90, 123, 139, 166, 198
- Invalid Password 150
- Invalid zone 177
- Item erased 136

L

- language
 - changing on the display 100, 206
- language choice 95, 161
- Last Number Redial 88, 162
 - programming 5
- length of call 127
- length of internal numbers 107
- limiting
 - telephone features 40, 110
 - telephone programming 40, 110
- line
 - names 27
 - target 110
- Line 001 waiting 82
- Line abilities
 - programming 46
 - line assignment 108
 - line button 77
 - moving 176
 - Line denied 90, 166, 201
 - line filter
 - defaults 47
 - programming 46, 50
 - Line hung up 144
 - Line in use 90, 105, 163, 194
 - line indicators
 - description 81
 - line pool 71, 108
 - access code 88
 - using 163
 - Line Profile 66
 - Line Redirection 165
 - and Call Forward 129, 168
 - Line Redirection 166
 - line selection
 - for a direct-dial telephone 32
 - system speed dial number 24
 - line/set filter 39
 - user filter 50
 - Line001 callback 84
 - Line001 hung up 198
 - Line001 to Prime 84
 - Line001 transfer 82
 - Link 158
 - programming 5, 46
 - LIST 99, 205
 - listening on hold 156
 - Log Defaults
 - programming 60
 - Log Defaults 19
 - Log is empty 137
 - Log is full 137

- Log space
 - allocation 60
 - programming 62
- logging a call manually 133
- Logit 9, 133
- Long Tones 170
- Lunch 53, 186

M

- M7100 telephone 117
 - Button Inquiry 126
 - conference call 149
 - operation 119
 - User Card 223
- M7208 telephone 117
 - User Card 226
- M7310 telephone 117
 - programming overlay 17
 - User Card 229
- M7324 telephone 117
 - programming overlay 17
 - two-line display 117
 - User Card 232
- Make call first 127, 144, 155, 170, 179, 181, 198
- Make calls first 148
- Make second call 148
- making calls 85
 - with Automatic Handsfree 92
- memory buttons 77
- Message denied 173
- Message for you 174
- Message indicator
 - programming 45
- Message list 174
- Message to 174

- Messages 14, 171
 - cancel sent message 171
 - removing from list 172
 - sending 171
 - viewing 171
 - voice messages 14
- Messages & Calls 137, 174
- Messages for you 174
- Microphone muted 208
- Miscellaneous 72
- monitoring
 - calls 75
 - line pool status 182
 - telephone status 182
- mounting telephones on wall 78
- Move line from 176
- Move line to 176
- moving
 - line buttons 176
 - telephones 106
- music
 - background 16
 - canceled background 125
 - listening to 125
- Music OFF 125
- Music ON 125
- muting voice call tones 208

N

- name
 - entering 22
 - lines 27
 - Service Modes 52
 - system speed dial 25
 - telephone 26, 69
- Names 19
- Need Handsfree 76
- New calls begin 137
- Night 53, 186

Night Control Phone (see control telephone)
Night Service (see Service Modes)
Night-0 set (see extra-dial telephone)
No button free 90, 141, 163, 174, 201
No call on 139
No call to Park 139
No call waiting 143
No calls waiting 83
No free lines 105, 137, 148, 163
No info to log 137
No last number 90, 162
No line selected 83, 90, 105
No line to use 166
No log assigned 137
No messages 174
No new items 137
No number saved 90, 185
No number stored 174, 194
No old items 137
No resume item 137
No saved number 90, 185
No services ON 192
No voice call 209
Norstar system dial tone 113
Not available 118
Not in service 83, 90, 129, 145, 198

O

On another call 91, 180
On hold 157
one button access to features 118
one button dialing 122
Outgoing line 166
overflow call routing 58, 109
overlay
 Call Log 138
 for programming 17
OVERRIDE 117
overriding
 Call Forward 128

P

page
 shortcut codes 178
 using 177
Page choice 177
Page timeout 177
page zone 69, 71
 programming 41
paging
 programming 41
Paging ALL 177
Paging busy 177
Park denied 139
Park mode 72
Parked call 83
Parked on 139
parking a call 139
 retrieving 139
Parking full 139
password
 Administration 59
 Call Log 63, 135
 Class of Service 49
 User Preferences 96, 202
Passwords 19
Pause 158
Permissions (see Capabilities)
personal programming 2, 15

- Personal Speed Dial (see also User Speed Dial) 193
- Pick up receiver 83, 143, 155
- Pickup 141
- Pickup denied 141, 201
- Pickup group
 - programming 41
- Please wait 179
- Pool code 166
- Pre-Dial 152
- Press a button 94, 123, 126
- Press a line 176
- Press held line 148
- Press VOLUME bar 184
- prime telephone 70, 105
- priority call 179
 - programming 45
- Priority denied 179
- Priority>223 83
- Privacy 181
 - changing status 181
- Privacy is OFF 181
- Privacy is ON 181
- private call 181
- private line 109
- Private name 137
- Private number 137
- Program and HOLD 94, 123, 194
- Program and OK 94, 123, 194
- Programmed 123, 166
- programmed feature buttons 77
- Programmed Release 158
- programming
 - 1st Display 63
 - Administration 15
 - Allow last number redial 46
 - Allow link 46
 - Allow redirect 44
 - Allow saved no 46
 - ATA Answer Timer 45
 - Auto Call Info 61
 - Auto handsfree 41
 - auxiliary ringer 42
 - buttons 17
 - bypass restrictions 25
 - Call Services 61
 - Capabilities 33
 - central answering position 70
 - Class of Service password 49
 - Configuration 15
 - confirmation of changes to 21
 - control telephone 54
 - dialing filters 34, 57
 - direct-dial telephone 31
 - direct-dial telephones 42
 - Display digits 24
 - external autodial button 122
 - extra-dial telephone 56
 - Forward delay 43
 - Forward no answer 43
 - Forward on busy 42
 - Handsfree 40
 - HF Answerback 41
 - Hotline 44
 - internal autodial button 122
 - line 67
 - Line abilities 46
 - line filters 46, 50
 - line pool 71
 - Log Defaults 60
 - Log space 62
 - memory button 93
 - Message indicator 45
 - Miscellaneous 72
 - overlay 17

- overview 15
- page zone 41, 71
- Paging 41
- personal 15
- Personal Speed Dial 193
- Pickup group 41, 72
- prime telephone 70
- priority call 45
- Redirect ring 44
- reminders 68–74
- remote access packages 37
- remote filters 47
- remote package 48, 50
- Restriction service 57
- reviewing 66
- Ringing service 55
- Routing service 57
- Service Mode names 52
- Service Mode ringing sets 56
- Service Mode times 53
- Service Modes 73
- Service Modes reminders 73
- Set abilities 38
- set data confirmation 21
- Set lock 40
- Set services 62
- Show external Voice Message 62
- Speed Dial # 23
- System Speed Dial 23
- System Speed Dial name 25
- telephone 67
- Time and Date 28
- Trunk Answer 55, 56
- user filter 50
- VMsg centr tel#s 63
- VMsg tel#s lines 64

- programming confirmation 21
- Pswd (see Password)
- pulse dialing 95
 - switching to tone 95

R

- reallocating log space 60
- redialing
 - external number 162
 - last number dialed 88
 - saved number 88
- Redir by 166, 167
- Redirect ring
 - programming 44
- redirecting
 - a line 165
- redirection loops 168
- refusing to answer second call 154
- Registration 19
- Release a call 83, 145
- Release button 77
- Release calls 94, 126, 138, 174
- remote access 111–115
 - restricting 37
- remote access packages
 - defaults 37
 - programming 37
- remote filter
 - user filter 50
- remote package
 - programming 48, 50
 - remote access package 50
- remote use
 - Class of Service password 49
- removing
 - yourself from conference 147

replying to a message 172
 Restr'n 191
 Restricted call 91, 167, 198
 restricting
 line at telephone 39
 lines 46
 remote access 37, 40
 remote callers 47
 remote feature use 48
 telephone programming 40
 telephones 38
 restriction
 overriding 150
 restriction (see dialing filters)
 Restriction password (see Class
 of Service password)
 Restriction service 189
 programming 57
 retrieval codes
 Call Park 140
 retrieving
 held call 156
 parked call 139
 voice messages 63
 ring
 changing ring type 100, 206
 Ring Again
 using 182
 Ring Again? 91, 182
 Ring type 183
 Ring type 1 183
 Ring volume 184
 Ringing 191
 Ringing service 186, 188
 extra-dial telephone 188
 programming 55
 rings
 choosing type 183
 description 81

RLS button 77
 Routing 191
 routing
 overflow 58
 Routing service 189, 190
 programming 57
 Run/Stop 159
S
 Saved Number Redial 88, 185
 programming 46
 security
 system 113
 Select a line 91, 194
 Select line out 167
 Select line(s) 167
 Send message? 91
 Service Modes 51, 73, 186–192
 Evening 53, 186
 extra-dial telephone 188
 Lunch 53, 186
 Mode 4 53, 186
 Mode 5 53, 186
 Mode 6 53, 186
 Night 53, 186
 programming names 52
 programming ringing sets 56
 programming times 53
 Restriction service 189
 Ringing service 186, 188
 Routing service 189, 190
 start and stop times 53
 Trunk Answer 201
 viewing active 190
 Service Modes 19
 Service Modes ON 192
 Set abilities
 programming 38

- set data
 - changes to 21
 - confirmation of changes to 21
- set filter
 - default 39
 - user filter 50
- Set lock 110
 - programming 40
- Set locked 118
- Set Profile 66
- Set services
 - programming 62
- Show external Voice Message
 - programming 62
- Show extl VMsg (see Show external Voice Message)
- Speed Dial 88, 193
 - changing User Speed Dial 99, 205
 - host system signaling codes 24, 195
 - making a call 193
 - programming Personal 193
 - using a line pool 164
- Speed dial 194
- Speed dial # 23
- splitting a conference 147
- Standard Dial 152
- Standard dial 152
- start and stop times
 - Service Modes 53
- Start of list 174
- Still in transfer 198
- stopping calls from ringing at your telephone 154
- stuttered dial tone 113
- Sys Speed dial 19
- system dial tone 113

- System Speed Dial 23, 193
 - bypass restrictions 25
 - Display digits 24
 - Name 25

T

- target line 110
- telephone
 - Administration Lock 110
 - answering 79
 - Call Display information 61
 - central answering position 102
 - direct-dial 103
 - emergency 103
 - hotline 104
 - log calls automatically 62
 - mounting on wall 78
 - names 26
 - prime 105
 - programming reminder 69
 - voice message waiting indication 62
- Their list full 174
- 3 Parties only 148
- Time and Date 28, 196
- Time and date 19
- time display 196
- tone
 - controlling length 170
 - dialing 95
 - voice call 208
- Transfer 197
- Transfer denied 198
- Transfer to 198
- Trunk Answer 201
 - programming 55, 56

U

Unequipped line 167
 Unknown call 136
 Unknown name 136
 Unknown number 194
 until * 192
 Use line pool? 83
 User Card
 M7100 telephone 223
 M7208 telephone 226
 M7310 telephone 229
 M7324 telephone 232
 Prime Telephone 219
 Telephone Features 212
 user filter
 programming 50
 User Speed Dial 99, 205
 using a headset 76
 using Norstar remotely 111–115

V

VIEW 18, 117
 viewing
 active Service Modes 190
 Call Log 133
 VMsg centr tel#s (see Voice
 Message center telephone
 numbers)
 VMsg tel#s lines (see Voice
 Message telephone numbers
 lines)
 Voice call 209
 voice call 88, 208
 Voice Message center
 telephone lines 64
 telephone numbers 63
 voice message waiting indication
 62

voice messages 14
 volume
 bar 78
 control 78
 level in conference call 149
 ring 184

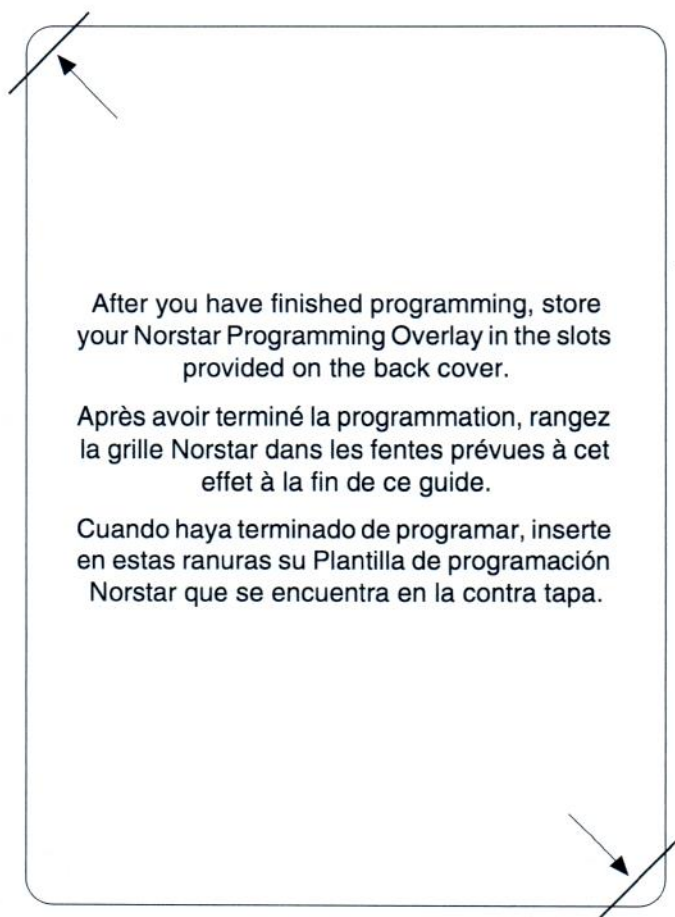
W

Wait for Dial Tone 159
 wall mounting telephones 78
 wild card character 34

Y

Your list full 174
 Your number 91





After you have finished programming, store your Norstar Programming Overlay in the slots provided on the back cover.

Après avoir terminé la programmation, rangez la grille Norstar dans les fentes prévues à cet effet à la fin de ce guide.

Cuando haya terminado de programar, inserte en estas ranuras su Plantilla de programación Norstar que se encuentra en la contra tapa.

Norstar Programming Overlay

Heading

Show

Back

Next

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Heading

Show

Back

Next

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Show

Back

Next

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Show

Back

Next

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